



The McCord Museum is the museum of all Montrealers, a social history museum that celebrates life in Montreal, both past and present—its history, its people, and its communities. Open to the city and the world, the Museum presents exciting exhibitions, educational programming and cultural activities that offer a contemporary perspective on history, engaging visitors from Montreal, Canada and beyond. It is home to over 1.5 million artefacts, that make up one of the largest historical collections in North America, comprising Dress, Fashion and Textiles, Photography, Indigenous Cultures, Paintings, Prints and Drawings, Decorative Arts, and Textual Archives. McCord Museum: Our People, Our Stories.

The Stewart Museum is a Montreal history museum founded more than 60 years ago that celebrates the European influence in New France and North America from the 17th century to today. Located on an exceptional heritage site, the institution offers original exhibitions that draw on its rich collection and take a contemporary look at history. The Museum has a unique collection of 27,000 artefacts, which includes scientific, decorative arts and military objects as well as rare books and textual archives.

The McCord and Stewart museums are two renowned social history museums operating, since 2013, under the name McCord Stewart Museum. All of the McCord Stewart Museum's activities revolve around six core values: rigour, integrity, inclusion, audacity, creativity and commitment.

The McCord Museum is seeking an
Admission Team Leader – Maternity leave replacement (1 year)
Reference # 201902E

Under the immediate supervision of the Admission and Boutique Manager, the incumbent is responsible for delivering excellent customer service to Museum visitors and supervising the daily operations at the Museum ticket office while assuring its proper functioning.

Duties and Responsibilities

- Ensure the excellent functioning of the ticket office by administering the appropriate procedures and policies while effectively resolving problems;
- Train and coordinate the visitor attendants;
- Hire, train and supervise volunteers and audio guide attendants; create and distribute their schedule;
- Efficiently and systematically communicate new procedures and promotions to the Museum attendants and volunteers;
- Ensure quality control over the services provided;
- Compile and analyse data about visitor attendance and admission revenues and systematically diffuse these internally;
- Coordinate visitor experience surveys;
- Administer the point of sales (POS) system (create new codes, update entries in the system, track sales);
- Update procedures;
- Help in the implementation of sales and customer service strategies;
- Provide excellent customer service, greet visitors, sell tickets, passes and memberships, open and close the cash and point of sales (POS) system;
- Provide information about the Museum and local attractions to patrons in person and over the phone;
- Check and ensure that the entrance and admission areas are in excellent condition by maintaining order, replenishing program displays;
- Assist the manager in boutique tasks when needed.

Employment Conditions

- Temporary (1 year) and full-time position, 35 hours per week, beginning in March 2019, work schedule from Sunday to Thursday with occasional work on evenings;
- 3 month's probation period;
- Salary commensurate with experience.

Qualifications and Profile Required

- Collegial Technical Program diploma in administration; relevant field as art, history, tourism would be an asset;
- 4 years of combined experience in supervising a team and in customer service;
- Experience working on a point of sales (POS) system;
- Ability to establish and maintain effective working relationships and to assist customers in a polite and courteous manner;
- Sense of responsibility and autonomy; ability to propose solutions;
- Dynamism and excellent interpersonal skills, tact and diplomacy;
- Strong analytical skills, knowledge of basic statistical methods;
- Ability to work within a team and positive leadership;
- Fluency in English and French; knowledge of a third language would be an asset;
- Interest for the cultural and tourist environment.

Applications for the position will be accepted until **February 3, 2019** (Ref.: #201902E). Please provide: **1) Letter of intent**
2) Curriculum vitae **3) Salary expectations**

Forward to the Human Resources Department by e-mail: rh.mccord@mccord-stewart.ca

For details on the McCord and Stewart museums, please consult our websites:

www.musee-mccord.qc.ca and www.stewart-museum.org

Although we thank all applicants for their interest, only selected candidates will be called for an interview.