



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, Documentary Art, Material Culture, and Archives. McCord Museum: Our People, Our Stories. All of the McCord Museum's activities revolve around six core values: rigour, integrity, inclusion, audacity, creativity and commitment.

We are seeking an
Admission Team Leader – Maternity leave replacement (10 month)
Reference # 202122E

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 admissions while assuring its proper functioning.

Duties and Responsibilities

- Ensure the admissions department functions efficiently by administering and following-up on the appropriate procedures and policies while effectively resolving problems;
- Train and coordinate the visitor services staff (admissions and boutique)
- Hire, train and supervise summer volunteers and regular visitor services staff; create and distribute their schedule;
- Efficiently and systematically communicate new exhibition details, procedures and promotions to the admissions staff and volunteers;
- Ensure quality control of visitor services provided;
- Compile and analyze data on visitor attendance and admission revenue and systematically diffuse this information to the appropriate teams;
- Coordinate visitor experience surveys;
- Administer the point of sales (POS) system (create new codes, update entries in the system, track sales);
- Coordinate with multiple departments to prepare virtual and in person events;
- Enter sales data into the accounting system;
- Coordinate with the Membership department for membership sales and promotions;
- Coordinate with partners regarding exclusive promotions;
- Update procedure documents and propose alternative approaches;
- Assist with implementing 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 clients in person and over the phone;
- Manage and resolve challenging customer situations when needed.
- Check and ensure that the entrance and admission areas are in excellent condition by maintaining order, replenishing program displays
- Ability to train and delegate tasks to the visitors services staff.
- Assist with boutique tasks when needed.

Employment Conditions

- Temporary 10 month full-time position, 35 hours per week, beginning in August, work schedule from Sunday to Thursday at the museum. with occasional work on evenings;
- 3 months' probation period;
- Salary according to the Museum's salary scale;
- Social activities and continuing education; collective, stimulating and inclusive work environment.

Qualifications and Profile Required

- Collegial Technical Program diploma in administration and/or human resources,
- 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;
- Leadership: ability to lead and motivate a team
- Dynamic and excellent interpersonal skills, tact and diplomacy;
- Strong analytical skills, knowledge of basic statistical methods;
- Fluency in French and English.
- Interest in cultural and tourism environment.

The McCord Museum is committed to providing a skilled workforce that reflects the diversity of Montreal's population. We hire based on individual role requirements and select our employees based on their qualifications, skills and experience. We do not discriminate based on personal differences.

Applications for the position will be accepted until **september 24, 2021 (Ref.: #202122E)**. 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