



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, a private, non-profit history museum, was founded in 1955 by philanthropist David M. Stewart. The institution holds a unique collection of nearly 27,000 artefacts, archival documents and rare books that show the European presence in New France and North America up to the present. The Museum's main mission: to conserve and exhibit these objects, which relate to the voyages, scientific advances, feats of arms, beliefs and daily life of our ancestors. The Montreal organization is located at Parc Jean-Drapeau, in the arsenal of the British fortified depot on Île Sainte-Hélène, a 19th-century military construction registered in the Répertoire du patrimoine culturel du Québec.

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.

We are seeking a  
**Head, Client Development and Partnerships**  
Ref.: 201825E

The McCord Museum has experienced an exceptional growth in recent years and its ambition is to reach an even wider, more diverse audience. The incumbent reports to the Director, Marketing, Communications and Visitor Experience. He will lead a team of 4 employees and stagiaires and will be in charge of client development in terms of traffic and revenues for both museums. He plans and organizes related events, including *After Hours at the McCord*, and participates in the search for sponsorships

## Roles and Responsibilities

### **Client and Membership Development**

- Plan, ensure and oversee client development in the realms of business, education, tourism, cultural communities, culture and heritage (visitors, Museum's membership and room rentals);
- Plan, develop and implement direct marketing strategies and other targeted communication strategies in order to meet sales and growth objectives within approved budgets and schedules;
- Analyze communication and marketing actions' performance and identify improvement opportunities in order to optimize future actions;
- Working in tandem with the Education, Community Engagement and Cultural Programs and the Visitor Experience services, create and realize events targeting various clientele, including *After Hours at the McCord* and events intended to teachers;
- Participate in determining departmental monthly and annual revenue objectives and ensure their achievement;
- Ensure that the Museum's database is enhanced, analyzed and used to its full potential and according to best practices;
- Monitor future trends in client development;
- Guarantee full client satisfaction and ensure that best practices in customer management are applied.

### **Partnerships and Sponsorships**

- Develop new partnerships for the Museum and contribute to the achievement of monthly and annual objectives (financial and in product and services);
- Negotiate sponsorship benefits packages and make sure they are properly delivered. Validate and ensure partner satisfaction;
- Maintain excellent business relations with partners.

### **General**

- Responsible for the validity of permits for the events under his responsibility;
- Manage departmental budget (revenues and expenses) and oversee the compilation of statistics on attendance and space rental revenues;
- Build a powerful professional network;
- Recruit, manage, supervise and evaluate the employees under his responsibility (four employees and interns);
- Represent the Museum;
- Assist the Director by performing other related duties.

## Employment Conditions

- Full-time and permanent position; non-standard schedule including occasional work on evenings and weekends;
- Compensation commensurate with experience with competitive benefits;
- 6 months' probation period.

## Qualifications and Profile Required

- Bachelor's degree in Marketing, Tourism or Cultural Management;
- Five years' experience or more in partnership and client development; and at least one year experience in team management;
- Strong ability for analysis, synthesizing information and decision-making skills. Familiarity with using data to present information and marketing plans;
- Excellent judgement and strategic thinking focused on reaching objectives and client service;
- Creative and innovative approach, excellent team player and autonomous;
- Experience in event planning and organization;
- Exceptional planning and organizational skills focused on reaching objectives;
- Good knowledge of Eudonet (or other CRM system) and Office Suite, including Power Point; knowledge of audiovisual technologies;
- Fluency in English and French (written and spoken);
- Strong interpersonal and communication skills;
- Capacity to adapt to a dynamic and constant evolving environment.

Applications for the position will be accepted until **December 2, 2018 (Ref.: #201825E)**. Qualified candidates are encouraged to apply by email. 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](mailto:rh.mccord@mccord-stewart.ca)