



The McCord Museum celebrates our past and present lives. Our history, our people, and our stories. A Museum that mirrors a city open to the world, the McCord is an intelligent Museum that connects individuals with cultures and communities, offering a current take on today's issues. Contemporary and interactive, the McCord encourages us to reflect upon the past while engaging with the present.

The McCord Museum is seeking an
Admission Team Leader
Reference # 201507E

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

- Full-time position, 30 hours per week, beginning in August 2015. Non-standard work schedule, evening and weekends
- Salary commensurate with experience plus competitive benefits package

Qualifications and Profile Required

- Cegep diploma in Administration (studies in 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

Application Instructions

Applications for the position will be accepted until **Friday, July 17, 2015**. Qualified candidates are encouraged to apply by email. Please provide: **1) Letter of intent (Ref. #201507E in the subject heading) 2) Salary expectations 3) Curriculum vitae**
Forward to Lucie Beaupré, Senior Officer, Human Resources
By e-mail: rh@mccord.mcgill.ca or by post: 2175 Victoria Street, Montreal, QC H3A 2A3

For details on the McCord Museum, please consult the McCord website: www.mccord-museum.qc.ca
Although we thank all applicants for their interest, only selected candidates will be called for an interview.