



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
Agent, Room rental and Membership – Maternity leave replacement (1 year)
Reference # 201901E

Reporting to the Head, Client development and partnerships, he/she assists the marketing and client development team in the realisation of their projects, including the Membership program, rentals and partners' events at the McCord and the Stewart Museums.

Roles and Responsibilities

Membership program

Assist the Head, Client development and partnerships, in the realisation of the Museum's Membership program:

- Participate in the development of the Members' acquisition and retention plan;
- Participate in the planning and development of communication to Members (mailing, emails, web site, pamphlets, etc.), drafting of texts;
- Membership program: Communicate by phone or email, greet Members during activities and present the Membership program;
- Develop and manage activities exclusive to Members;
- Receive subscription requests, perform required data entry and payments, send membership cards, letters and emails;
- Telephone or in-person solicitation to promote subscription;
- Update list, different databases and procedures;
- Monitor, update and present measurement tables and expenditure registration;
- Participate in the development of partnerships related to memberships;
- Coordinate the work of volunteers and a part time administrative clerk.

Rentals and partners' events

- In collaboration with the Event Technical Coordinator; ensure the logistics coordination of events;
- Participate in customer acquisition from the various spheres of business, cultural communities, and heritage and culture;
- Ensure excellence in service and follow-up of rentals and partnership events (meet potential clients, present various offers, negotiate, book of rooms and equipment, tenders, contracts, invoices);
- Answer telephone calls and follow-up on all inquiries and customer emails;
- Ensure positive customer experience, from the beginning of the process to its conclusion, including billing;
- Enter bookings and information in the contact management software;
- Follow up the SOCAN, and monthly statistics of events;
- Solicit potential customers for room rentals by sending communications, by telephone or other means;
- Participate in the planning and development of communications related to rentals (emails, website, pamphlets, etc.), drafting of texts;
- Represent the Museum in a professional capacity.

Employment conditions:

- Regular full-time position beginning in March 2019; includes some non-standard work schedule in connection with events, occasional work on evenings and weekends;
- 3 month's probation period;
- Compensation commensurate with experience with competitive benefits.

Qualifications and profile required:

- College degree in administration, marketing or business management;
- Two (2) years of relevant experience in similar functions;
- Proficient with the Microsoft Office Suite and experience using a CRM;
- Fluency in English and French (written and spoken);
- Experience in customer service;
- Experience in communication, promotion or sales;
- Detail oriented, rigorous and proactive;
- Interest for methodical office work;
- At ease with public (polite and diplomatic);
- Quick learner;
- Capacity to work under pressure and as part of a team;
- Interest in culture and heritage.

Applications for the position will be accepted until **February 3, 2019** (Ref.: #201901E). 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.