



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 Stewart Museum 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 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  
**Group Reservations Agent**  
Ref. 202013E

Under the supervision of the Head, Customer Development and Partnerships, the Agent acts as the primary contact for the Museums' programs. In addition to providing information on the numerous products offered, the incumbent manages all activities related to the logistics of the service.

#### **Duties and Responsibilities**

- Respond to requests for information about the McCord and the Stewart Museums' programs;
- Proactively engage customers in order to achieve attendance and income objectives;
- Book reservations and do follow-ups (written confirmation, contract signature, etc.);
- Work in collaboration with the Officer, BI and Development to analyze and improve booking processes and customer retention;
- Participate in trainings and maintain current knowledge on new mediation strategies and approaches;
- Work collaboratively with the Supervisor, Admissions and also with the McCord and Stewart Coordinators to establish schedules;
- Manage the appointment of Guides and Volunteers;
- Organize the logistics of the activities and follow-up on changes, including room bookings and required equipment;
- Act as an information representative to the various stakeholders (internal and external);
- Respond to the needs for mediation staff during events;
- Ensure the follow-up of customers accounts with the accounting department;
- Manage the department's database and update it for the diffusion of educational and cultural programs;
- Compile statistics about groups and produce different reports;
- Replace Admission and Boutique Attendants during lunch breaks;
- Perform other related tasks.

#### **Employment Conditions**

- One (1) year contract , 25 hrs per week; Occasional work on evenings;
- Starting date: end of July 2020; 3 months probation period;
- Workplace located at the Stewart Museum on the Sainte-Hélène's Island;
- Possibility of teleworking.

#### **Qualifications and Profile Required**

- College diploma in social sciences or administration;
- 2 years experience as a sales agent or sales representative;
- Ability to learn and use a variety of software;
- Bilingualism (oral and written);
- Strong customer service skills;
- Excellent interpersonal skills in person as on the phone;
- Excellent organisation and multitasking skills;
- Dynamism, team and positive spirit, tact;
- Meticulousness demonstrated particularly with data and figures;
- Resourcefulness, versatility and flexibility;
- Interest for History and Education.

#### **Why join the McCord Museum's Team?**

- Flexible hours and collaborative workspace;
- Collegial work environment.

Applications for the position will be accepted until July 13<sup>th</sup>, 2020 (Ref.: #202013E). Qualified candidates are encouraged to apply by email. Please provide: **1) Letter of intent 2) Curriculum vitae 3) your salary expectations**  
Forward to the Human Resources Department by e-mail: [emplois@mccord-stewart.ca](mailto:emplois@mccord-stewart.ca)

For details on the McCord and Stewart museums, please consult our websites:  
[www.mccord-museum.qc.ca](http://www.mccord-museum.qc.ca) and [www.musee-stewart.org/en/](http://www.musee-stewart.org/en/)  
Although we thank all applicants for their interest, only selected candidates will be called for an interview.