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Centre commémoratif  
de l'Holocauste à Montréal

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Montreal Holocaust  
Memorial Centre

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**Montreal Holocaust Memorial Centre  
Museum Receptionist and Reservations Agent  
Full-Time Position**

The Montreal Holocaust Memorial Centre, through its museum, commemoration events and educational initiatives informs and sensitizes people of all ages and all milieux about the Holocaust, as well as anti-Semitism, racism, hatred and indifference. The Centre promotes our collective responsibility in the respect of diversity.

The Centre seeks to hire a person, who will be responsible for reception of visitors at the Museum, its smooth functioning on a daily basis, organization of guided tours and sales.

**Qualifications:**

- Bilingual
- Relevant education and training (tourism, reception, public relations, museum studies)
- Good written and verbal communication skills in both languages
- Mastery of computer programs and payment technology
- Expertise in organizational work
- Good presentation and interpersonal skills
- Knowledge of the museum context
- Team player
- Able to work independently
- Flexibility

**Responsibilities:**

- Greet visitors
- Respond to telephone and e-mail inquiries
- Provide excellent customer service
- Handle opening/closing procedures as required
- Manage tour reservations and organize tours (planning and reception), management of volunteer museum guides (scheduling)
- Promote the educational materials of the Centre;
- Coordinate room bookings and maintain a Museum event schedule
- Manage entrance fees, sales, inventory control and display of merchandise
- Maintain statistical records
- Assist with special events, as required
- Guide museum tours as required
- Flexible hours (must be able to work every other Sunday)
- Other duties as assigned

Please send your résumé and a cover letter by **August 25, 2017** to [info@mhmc.ca](mailto:info@mhmc.ca)

Only those applicants granted an interview will be contacted. We thank you for your interest in the Montreal Holocaust Memorial Centre.