



Musée Holocauste Montréal
Montreal Holocaust Museum

Agent, visitor services and mediation

The Montreal Holocaust Museum is a unique institution because of its mandate and scope in Canada. Through its permanent exhibition, its commemorative programs, as well as its educational initiatives, the Museum educates people of all ages and backgrounds about the Holocaust, while sensitising the public to the universal perils of antisemitism, racism, hate and indifference.

The Agent, visitor services and mediation, reporting to the Visitor Services Coordinator, will be tasked with greeting visitors and leading guided tours of the Museum and pedagogical workshops, both in person and virtually. The agent will also prepare relevant materials, produce activity reports, and provide additional support to the Education team, as required.

Greeting visitors

- Greet museum visitors
- Answer visitor inquiries and assure a high-quality service to visitors
- Promote the Museum's educational offer to potential clients who visit the museum
- Receive visitor comments and transmit to the appropriate department
- Ensure sanitary measures are respected and that the exhibit is well maintained
- Verify that audiovisual equipment is working and communicate problems to the appropriate departments
- Act as a liaison between volunteer guides and the Museum's professional team
- Handle opening and closing of the museum
- Recommend initiatives to improve the visitor experience
- Other duties to support visitor services

Mediation

- Prepare materials and spaces for all programs under their purview
- Greet groups upon arrival at the Museum
- Ensure group movement between Museum spaces during their visit (cloakroom, exhibition, workshop rooms, lunchroom)
- Lead in-person and virtual programs (guided tours and workshops) for groups (schools, community organizations, etc.)
- Act as a host for virtual programs led by volunteers
- Fill out program reports, analyze data and produce summary reports
- Provide additional support to the Education team as required

Qualifications

- Bilingual, English and French
- Relevant university degree (undergraduate degree in history, education, museology)
- At least 1 year of demonstrated experience in leading, teaching or training school-aged groups (students and/or youth)
- Familiarity with the history of the Holocaust, the Second World War and/or Jewish communities
- Rigour, flexibility, and reliability
- Excellent sense of customer service
- Excellent oral communication abilities in English and French
- Flexible availability (Sunday is essential)

Job details :

- Start date : December 2022. End date: June 30th 2023, with possibility of extension to Fall 2023
- Hours : on call, variable
- Salary: \$17/h

To apply :

Please send your resume and cover letter to info@museeholocauste.ca with the subject line "Agent, visitor services and mediation" no later than December 2, 2022.

NB: The Montreal Holocaust Museum encourages people who self-identify as members of minority groups to apply for this position. Only those applicants selected for an interview will be contacted. We thank you for your interest.