



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 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.)
- 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 : January 2024. End date: June 30th 2024, with possibility of extension to Fall 2024
- Hours : on call, variable
- Salary: \$18/hr

## To apply :

Please send your resume and cover letter to [info@museeholocauste.ca](mailto:info@museeholocauste.ca) with the subject line "Agent, visitor services and mediation" no later than January 8, 2024.

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.