



## **Exporail, the Canadian Railway Museum**

### **Customer Service and Education**

## **Tour guide positions**

Founded by the Canadian Railroad Historical Association, Exporail provides its visitors with a unique opportunity to discover the most important collection of railway vehicles in the country. Exporail invites public to discover the fascinating universe of trains, its impact on the development of our Canadian nation and allow visitors to live an unforgettable railway experience.

### **Position**

Full time from the end of May to the end of August with possibility at part-time, weekends, in the Fall and Winter. Could lead group tours, if available weekdays, from September to May.

### **Salary**

\$13,28 / hour

### **Job description**

- Offer guided tours and interact with the Museum's visitors in French and in English (families, adults, young children, seniors, school groups and day camps)
- Greet the public, provide information on current programming and insure customer satisfaction
- Present interactive capsules
- Operate ticket booth (admissions)
- Some manual labour required
- Assist in maintenance of exhibition premises
- Carry out any other related task as requested

### **Qualities**

- Effective and clear communication skills
- Mature, respectful, good judgment
- Flexibility, easily adaptable
- Responsible and punctual
- Show initiative, eager to learn
- Able to work under pressure
- Team spirit

### **Requirements**

- College / CEGEP diploma obtained or near completion.
- Studies in history, geography, tourism, museology, science or technology
- Experience with children, adults or in the theater an asset
- Experience in a related field with the public or in a professional environment
- Speak French and English
- Willing to work weekends
- First Aid training an asset
- Willing to work indoors as well as outdoors

Deadline: May 9, 2018

Please submit your resume with a cover letter either by mail, fax or e-mail.

**Contact Name**

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