



Exporail, The Canadian Railway Museum

Customer Service Positions

A unique and original employer, Exporail, the Canadian Railway Museum, presents an exceptional collection and exhibits life-size railway vehicles as well as numerous artifacts and archives. It is the largest Museum of its kind in Canada and ranks among the top 5 railway Museums in the world. It aims to share the fascinating world of trains, their impact on the development of Canadian society and to provide visitors with an unforgettable railway experience.

Located on the South Shore of Montreal and accessible by public transportation, Exporail offers a safe and friendly work environment for its employees.

Our unique Museum in Canada is continually evolving and attracting employees with its distinctive mission, values and culture.

We prioritize work/life balance, creativity, fun at work and collaboration with colleagues. You will be at the heart of a stimulating environment that evolves rapidly and where the diversity of tasks and responsibilities is appreciated by all team members.

As an Exporail employee, you enjoy a great deal of autonomy that allows you to put your professional expertise to good use.

Reporting to the Coordinator of Customer Service, Programming and Education, the Customer Service Representative is in direct contact with the clientele and helps to ensure their satisfaction by collecting admission fees, greeting them and providing service in the Museum boutique. They will also be called upon to introduce visitors to certain activities and may be responsible for monitoring exhibitions.

Position: Full time, day shift (35 hours per week, weekdays and weekends).

Salary: \$14.25/hour

Tasks:

- Counting the cash registers at the opening and closing of the box office and the boutique;
- Proceed with the admission of visitor fees;
- Welcome the public, inform them about the current program and direct them to the activities taking place in the Museum;
- Promote the Museum's products and services;
- Inform the public about the attractions and places of interest in the region;
- Supply the displays with flyers;
- Respond to public inquiries by telephone;
- Receive merchandise for the store, label and stock the shelves;
- Sell the products in the store;
- Supervise in the exhibition rooms;
- Present film screenings;
- Participate in the housekeeping of work areas;
- Performs related duties as requested.

Skills:

- Secondary 5 completed;
- Experience with the public and/or handling cash registers is an asset;
- Ability to communicate well in French;
- Basic knowledge of English;
- Ability to learn;
- Punctuality;
- Integrity;
- Well cared for personal appearance.

Soft skills:

- Proactive towards the customer;
- Serve customers with a smile and answer their questions;
- Ensure a quality service;
- Punctuality, autonomy, resourcefulness;
- Teamwork;
- Report situations requiring intervention.

True to its mission, Exporail encourages diversity within its teams and invites candidates from all backgrounds with the desired skills to apply for this position.

The applicant must initiate the process with an Employment Assistance Officer to validate eligibility for the salary subsidy program (<https://www.localisateur.servicesquebec.gouv.qc.ca/en>).

Please send your resume with a cover letter by email to:

Maurice Binette, Customer Service and Education Coordinator
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Email: maurice.binette@exporail.org
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