



PLAINS OF
ABRAHAM
PLAINES
D'ABRAHAM



JOB OPPORTUNITIES

Since 1908, the National Battlefields Commission (NBC), an agency of the federal government, has had a mandate to conserve and promote the Battlefields Park. This rallying site par excellence in Québec City includes the Plains of Abraham and Des Braves Park. As guardians of this historic urban park and its unique heritage, NBC employees work to make it a welcoming, inspiring, and inclusive space. Many activities (exhibits, special events, commemorative events) are offered to an incredibly diverse clientele from all walks of life.

The NBC is seeking to fill one position on its Museum Services team. Do you have training in tourism and a strong interest in customer service? Are you an expert in the languages of both Molière and Shakespeare? Do you want to work in a thriving cultural institution? Then this opportunity is for you!

RECEPTIONIST

Reporting to the assistant director of Museum Services, the receptionist is responsible for promoting the organization and providing an accessible and inclusive customer experience. Candidates should have a combination of relevant experience and training.

PRIMARY ACTIVITIES:

- Provide a suitable and personalized welcome to visitors and inform them (in person, by phone, or by email) about activities taking place at the Museum and on the Plains of Abraham.
- Sell packages and promotional items and handle service and equipment rentals.
- Ensure exhibits run smoothly.
- Perform certain store clerk duties (cash register operation, pricing, etc.).
- Monitor certain statistical data.

EMPLOYEE PROFILE:

- Education in tourism and/or relevant experience in the domains of tourism and/or culture.
- Experience in providing customer service.
- Excellent proficiency of written and oral expression in both official languages.
- Valid driver's licence.
- Interpersonal skills, initiative, and a good sense of their responsibilities.
- Excellent sense of team work.
- Ability to adapt to different customer profiles.
- Adept with different computer technologies.

EMPLOYMENT CONDITIONS:

- One (1) fixed term position (six months), working 37.5 hours per week from Saturday to Wednesday, with the possibility of extension.
- Paid training: 30 hours.
- Expected to work at different reception points in the park, including outdoors.
- Salary: \$21.51 (according to collective agreement, salary under review), plus applicable premiums.
- Work in a prestigious and renowned cultural setting with a motivated, creative, and dynamic work team.
- Positive, respectful, and healthy working environment.
- Vacation included.
- Paid sick and family leave.
- Dental and health insurance.
- Free parking provided.
- Convenient access to public transit.
- Uniform provided.

TO APPLY:

Interested candidates should send their resume with a cover letter by email to rh@ccbn-nbc.gc.ca. Please include the job title in the subject of your email. The position will be available until April 9, 2024. Only candidates selected for interview will be contacted.

www.ccbn-nbc.gc.ca

The Public Service of Canada is committed to building a skilled and diverse workforce that reflects the Canadians we serve. We promote employment equity and encourage you to indicate if you belong to one of the following designated groups when you apply: Indigenous peoples, members of visible minorities, persons with disabilities, women.