



PLAINES
D'ABRAHAM
PLAINS OF
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 two positions in its Museum Services team. Do you have training in tourism and a strong interest in customer service? 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 these opportunities are 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 written and oral proficiency in both official languages.
- Valid driver's licence.
- Interpersonal skills, initiative, and a good sense of their duties.
- Excellent sense of team work.
- Ability to adapt to different customer profiles.
- Adept with different computer technologies.

EMPLOYMENT CONDITIONS:

There are seven unionized positions with determined hours to fill for June:

- Position 1: June 7 to September 2, minimum 22 hours/week Wednesday to Saturday (on-call Tuesdays).
 - Position 2: June 9 to September 2, minimum 16.5 hours/week Sunday to Tuesday (on-call Fridays).
 - Position 3: June 5 to September 2, 22.5 hours/week in June and 33.5 hours/week in July and August, Monday to Wednesday in June and Saturday to Wednesday in July and August.
 - Position 4: July 2 to September 2, 31.5 hours/week Tuesday to Saturday.
 - Position 5: July 2 to September 2, 26 hours/week Tuesday to Saturday (on-call Wednesdays).
 - Position 6: July 1 to September 2, 24 hours/week Friday to Monday (on-call Tuesdays).
 - Position 7: July 3 to September 2, 22.5 hours/week Wednesday to Friday (on-call Saturdays and Sundays).
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- Option to work on-call in May.
 - Paid training: 30 hours to start, one to two weeks before starting the job in most cases.
 - Expected to work at different reception sites in the park, including outdoors.
 - Option for days off during the summer.
 - Option for part-time work from September 2024 to April 2025 based on your availabilities with regard to your school schedule. Work-study balance: we will adapt to your schedule. Give us your availabilities and we will offer you hours based on our needs.
 - Employment at a renowned museum and historic site.
 - Excellent experience in a prestigious and renowned cultural institution with a motivated, creative, and dynamic work team.
 - Welcoming, respectful, and healthy work environment.
 - Unique work environment on the Plains of Abraham at the heart of the Parliamentary Hill district.
 - Parking provided.
 - Easy access to transit.
 - Costumes provided.
 - Salary: \$21.51/hour + weekend premium of \$1.40/hour.
 - Option for meal allowance during off-site activities.
 - Paid sick leave.

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.