



## Exporail, The Canadian Railway Museum Customer Service

### Customer Service Positions

#### Explore new avenues

Join a dynamic team.

Use your skills and develop your knowledge.

Founded by the Canadian Railroad Historical Association, Exporail offers its visitors the opportunity to discover the largest collection of railway vehicles in the country. Exporail wants to share the fascinating world of trains, its impact on the development of Canadian society, and provide visitors with an unforgettable railway experience. Exporail is a unique and stimulating place to work, enriched by a dynamic team.

Reporting to the Coordinator of Customer Service, Programming and Education, the Customer Service Agent is in direct contact with the clientele and contributes to their satisfaction by collecting admission fees, welcoming them and providing service in the Museum boutique. He/she will also be called upon to introduce visitors to certain activities and may be responsible for monitoring exhibitions.

#### Position:

Part-time or full-time, daytime (Summer 21-35 hours per week / Fall, Winter and Spring 7 to 21 hours per week)

Salary: \$14.25 / hour (2022)

#### Duties:

- Counting the tills at the opening and closing of the ticket office and shop
- Admit visitors' admission fees
- Welcoming the public, informing them about the current programme and directing them to the activities taking place in the museum
- Promote the museum's products and services
- Informing the public about the region's attractions and tourist sites
- Supply the display racks with brochures
- Answering telephone enquiries from the public
- Receiving merchandise for the shop, labelling and stocking shelves
- Sell products in the shop
- Supervising in the exhibition rooms
- Presenting film screenings
- Participate in the housekeeping of the workspaces
- Performing related tasks as requested

**Competencies:**

- Secondary 5 completed
- Experience with the public and/or cash registers is an asset
- Ability to communicate well orally in French
- Basic knowledge of English
- Ability to learn
- Punctuality
- Interpersonal skills
- Integrity
- Neat presentation

**Skills:**

- Proactivity towards the customer
- Serving customers with a smile and answering their questions
- Ensure a quality service
- Punctuality, autonomy, resourcefulness
- Collaborate in teamwork
- Report situations requiring intervention

Please submit your resume with a cover letter by e-mail.

**Contact Name**

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