



Exporail, the Canadian Railway Museum

Customer Service and Education

Tour guide position

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 the public to discover the fascinating universe of trains, its impact on the development of Canada, and allows visitors to live an unforgettable railway experience.

Located in Saint-Constant, on the south shore of Montreal and accessible by public transit from Montreal, Exporail offers a varied program of activities and is looking for Tour Guides who are passionate about history and technology. Tour guides perform a variety of tasks such as giving guided tours, leading experimental activities, and offering rides on a miniature railway. They also help welcome visitors, collect admission fees, and sell souvenirs in the museum shop, all in a safe work environment.

Position

The position is full-time or part-time, depending on your availabilities, (21 to 35 hours/week during the Summer and 7 to 21 hours/week during the Fall, Winter, and Spring). If available weekdays, Tour Guides can give guided tours from September to May.

Salary

\$16.66 / hour

Job description

- Offer guided tours and interact with the Museum's visitors in French and in English (families, adults, young children, seniors)
- Greet the public, provide information on current programming and insure customer satisfaction
- Present interactive capsules
- Operate ticket booth (admissions) and gift shop.
- Drive the miniature train.
- 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
- 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

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

Contact Name

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