



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 a position in 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!

BOOKING AGENT

Reporting to the mediation activities program head in the Museum Services department, the booking agent is responsible for promoting the organization and providing an inclusive and accessible customer experience. The successful candidate should have a combination of relevant experience and training.

PRIMARY ACTIVITIES:

- Provide information to clients, offer and describe services, and promote and sell services to clients for our group activities, by phone or email.
- Take bookings and provide relevant logistical and administrative support.
- Ensure that guide and receptionist absences are covered.
- Support the museum services assistant in planning and supervising schedules.
- Support the program head in her decision-making process.
- Compile satisfaction surveys for group clients.
- Fill the role of the museum services assistant as needed (vacation, illness, etc.).
- Perform certain tasks for the service (billing, administrative support).

EMPLOYEE PROFILE:

- Postsecondary diploma or certificate in administration (staff management), tourism, or hotel management, or equivalent relevant experience (2 years).
- Excellent proficiency of written and oral expression in both official languages.
- Knowledge and/or experience in customer service, booking clients, and sales.
- Ability to learn different computer software including booking software and Excel.
- Ability to work in a team.
- Ability to work under pressure.
- Skills in priority management, organization, courtesy, judgement, flexibility.
- Related work experience (hotels, reception agencies, tourist attractions, etc.) is an asset.
- Valid driver's licence.

EMPLOYMENT CONDITIONS:

- Duration of employment: maternity leave coverage for a period of about one year.
- Job dates:
 - Paid training: July 8, 2024, to July 19, 2024 (primarily 8:30 a.m. to 4:30 p.m., Monday to Friday)
 - Job begins July 22, 2024 (primarily 7:00 a.m. to 3:00 p.m., Monday to Friday)
- Salary scale starts at \$31.26 per hour.
- Health and dental assurance and pension provided.
- Free parking provided. "àVélo" bike stand on site.

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. 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.