

## JOB DESCRIPTION

|                              |  |
|------------------------------|--|
| Position                     | On-site Staff  |
| Job Titles                   | Meet and greet, information desk, airport transfer team, guide-escort, security/crowd control, hostess, runner, congress registration, tour sales and promotion, etc.  |
| Major Tasks                  | <ul style="list-style-type: none"> <li>• Greet visitors in the two (2) official languages for congresses, business meetings and special events</li> <li>• Answer questions and provide general assistance to participants</li> <li>• Provide information on tourist products and nearby attractions</li> <li>• Arrange custom services, greet special guests (e.g. supervision of airport transfers, escort to restaurant/casino/festivals)</li> <li>• Oversee individual or group clients (e.g. Grand Prix, visits to museums or sugar shacks, golf or bike excursions)</li> <li>• Manage difficult situations, respond to emergencies and handle embarrassing or undesirable behaviours</li> <li>• Receive and handle client complaints</li> </ul> |
| Preferences and Requirements | <p><b>Skills and Qualifications:</b> Professional behaviour and attitude (e.g. aptitude for team work, autonomy, self confidence, ability to work under pressure, versatility, proactivity, organization).</p> <p><b>Communication Skills:</b> Bilingualism required (English-French). A third language is an asset (e.g. Spanish).</p> <p><b>Education and Past Experience:</b> Any profession related to client service constitutes an asset. All related personal experience will also be considered (e.g. volunteer work, social activities, involvement in sports).</p>   |
| Work Conditions              | <p><b>Status:</b> Temporary seasonal employee, registered in human resources database. On call, based on projets. Position renewable per season (May-October).</p> <p><b>Work Schedule:</b> Requirement to spend extended periods standing and to work evenings, weekends and holiday. Variable work schedule based on special events.</p>   |
| Job Perspectives             | <p>Are you enthusiastic, creative, thorough and passionate about what you do? We are looking for personalities more than diplomas. Motivation is our greatest strength and we favour multigenerational teams.</p> <p>Make yourself known: <a href="http://www.jpdl.com">www.jpdl.com</a> (see Work Opportunities.) Apply on line. The work application form is waiting for you. Please send your application to <a href="mailto:montreal.hr@jpdl.com">montreal.hr@jpdl.com</a></p> <p>By fax: 514-287-1248</p>   |