

## **Welcome agents and assistants**

### **Roles**

- Welcome participants during visits and activities
- Manage paid and unpaid registrations
- Give instructions/answer questions
- Assistants must oversee groups of visitors, ensure that everything goes smoothly and intervene when necessary
- Refer to the Heritage Montreal resource person for any questions

### **Requirements**

- Participate in the orientation session
- Occasionally, special training may be required, depending on the project
- Read the Volunteer Guide and sign the mutual commitment agreement
- Respect Heritage Montreal's guidelines, values and mission
- Be 18 years of age or over
- Flexible schedule, depending on activities. Generally, week nights and weekend days

### **Skills sought**

- Basic knowledge of French and English
- Interpersonal skills and concern for quality customer services
- Good judgment and initiative in offering adequate guidance
- Respect commitments and punctuality

### **Recruitment**

- To become a welcome agent and/or assistant, you must complete the [online form](#).
- Group interviews are organized a few times a year in order to select new volunteers. Invitations are sent by email to those who have completed the form.