



JOB POSTING

Reservation Agent

Job Summary

Voyages Eeyou Istchee Baie-James is a new receptive travel agency specializing in the design of tourism activities. The various services offered (transportation, accommodation, restaurants, activities, excursions, conferences, seminars, etc.) aim to facilitate the stay of leisure and business clientele and to offer distinctive experiences.

Under the supervision of the Executive Director of Voyages Eeyou Istchee Baie-James, the incumbent must sell the various packages offered by the agency and make reservations with suppliers, as well as act as to offer support to the administrative management.

Responsibilities

- To create and manage the contacts in the system and in the reservation software
- To answer clients' requests and to prepare proposals for tailor-made itineraries
- To prepare and send confirmation packets to the clients
- To make the appropriate reservations with the vendors and necessary follow-ups
- To develop an exceptional Customer Service approach in order to retain the clientele as well as with various vendors
- To keep the reservations with the correct billing information and to keep in file the pertaining documents, requests and billing authorizations up to date
- To keep the partner travel agents and tour operators' record and the vendors' record up to date
- To assist with inventories and rates management if needed
- To help create packages and manage the logistics
- To keep sales, accounting and administrative documents up to date.
- To assist the Executive Director and with general office administration

Term of employment:	Permanent Full-time position
Job location:	Oujé-Bougoumou, Quebec
Salary ranges from:	\$ 40,000 to \$45,000 per year plus a range of benefits
Specific requirements:	Available to travel within and beyond the region; Ability to communicate and interact with different cultures.

Requirements:

The applicant we are looking after must have a minimum of 1 year of experience in sales, reservations or front desk. He or she should also possess the following skills:

- Diploma, Certificate or DCS in Travel & Tourism, Hotel & Restaurant Management or Administration
- Must have successfully completed, or be willing to take and successfully pass the Travel Counselors' exam
- Must communicate easily (written & verbal) in English and French, Cree is an asset
- Must provide excellent customer service
- Must be detail oriented and organized
- Must be able to work well under pressure in a fast pace environment
- Strong decision making/problem solving skills
- Must have excellent interpersonal communication and guest service skills
- Must be flexible regarding working evenings and weekends if needed
- Must possess excellent computer skills (Word; Excel; Outlook) and an ability to work under pressure at times
- Must hold a valid drivers' licence

Interested candidates must send a resume by August 16, 2018 to:

Voyages Eeyou Istchee Baie-James
Human Resource Management
admin@voyageseibj.com
205 Opemiska Meskino C.P. 1167
Ouje-Bougoumou, Qc G0W 3C0

**Interviews will be conducted on August 24th, 2018.
Only the selected applicants will receive a notification**