



JOB OPPORTUNITY

Sales & Reservation Agent

Position Type: Part-time

Location: Haida Gwaii (or remote)

POSITION SUMMARY

Reporting to the Operations Managers, the Sales and Reservation Agent will support the promotion, sales, and bookings of Haida Tourism's accommodations. The Sales and Reservation Agent is responsible for booking reservations and quoting rates to maximize occupancy, revenues and to increase the overall guest satisfaction. The hours of work will include evenings and weekends.

DUTIES AND RESPONSIBILITIES

- Work directly with guests on all sales inquiries in a friendly and informative manner
- Answer all calls and emails in a timely manner and provide information to sell accommodations and packaged tours
- Enter all reservations in the property management system
- Process credit cards in accordance with deposit and cancellation policies
- Send guests pre-trip confirmation emails and invoices
- Work with team members to ensure accuracy of client management software and provide reports to the management team
- Audit client management system to ensure client file accuracy
- Other related duties as required

KNOWLEDGE, SKILLS AND ABILITIES

- Effective service-oriented communication both verbal and written
- Understanding of client management system software
- Strong organization and time management skills
- Ability to produce occupancy reports in the form of spreadsheets

TRAINING, EDUCATION AND EXPERIENCE

- Experience working in guest services and hospitality
- Experience selling tourism products and managing reservations via phone and email
- Experience working with client management and property management systems
- Data entry experience

HOW TO APPLY

Please forward your resume and cover letter to careers@haico.ca with the subject line *Sales and Reservation Agent*. Preference will be given to qualified Haida applicants. Only applicants to be interviewed will be contacted. Application Deadline: June 3, 2022, at 4pm.