

The journey to
a great career starts here!

Jonview

OPEN POSITION – BILINGUAL RESERVATIONS AGENT

Status: Permanent, Full time

Location: Toronto or Montreal

OUR VALUES



WE WORK AS
A TEAM

with openness to the ideas and expectations of our colleagues, our customers and our client and **supplier** partners with a commitment to each other.



WE ARE
PROFESSIONALS

on a constant quest for excellence, tackling challenges methodically, efficiently, and with integrity.



WE GO
BEYOND

our responsibilities to our customers, our colleagues, society, and the environment.

DESCRIPTION

The incumbent will be responsible for processing FIT reservation requests from our customers, responding to requests for information on products, and treatment of some complaints.

RESPONSIBILITIES

- ❖ Process new reservations, cancellations, and amendments to existing reservations
- ❖ Create, recommend, and suggest itineraries
- ❖ Respond to queries regarding itinerary products and services from clients, and suppliers
- ❖ Build relationships with key clients
- ❖ Maintain a high level of Canadian Tourism product and geographical knowledge of



Jonview values diversity in the workplace and is committed to employment equity by encouraging applications from the following designated groups: women, aboriginal peoples, persons with disabilities and members of visible minorities.

To facilitate the reading of this document, the masculine form has been retained.

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- Canada
- ❖ Proof reservations to ensure the accuracy and smooth running of booked itineraries
- ❖ Respond to complaints post travel
- ❖ Assist in the completion of any projects, as assigned

POSITION REQUIREMENTS

- ❖ Post-Secondary School Education
- ❖ 3 years of Tourism experience
- ❖ Ability to work under pressure and multi-task
- ❖ Strong attention to detail and autonomy
- ❖ Dedicated to a high level of customer service
- ❖ Able to plan, organize and set priorities & manage processes
- ❖ Effective oral & written communication in English is a must
- ❖ Effective oral & written communication in French is a must

APPLY NOW: INFO-HR@JONVIEW.COM



www.jonview.com



<https://www.linkedin.com/company/jonview-inc>



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