

The journey to
a great career starts here!



OPEN POSITION – BILINGUAL CUSTOMER SERVICE & RESERVATIONS (HYBRID) AGENT

Status: Permanent, Full time

Compensation: \$43,500.00 annually

Vacancy Disclosure: Existing vacancy

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

This hybrid position is for those who like variation in job responsibilities, switching between two departments on a seasonal basis. This dual opportunity requires and develops a variety of skills while engaging in reservation activities during fall and winter then moving to customer service duties in spring and summer. The successful candidate will be responsible of FIT reservation requests for our customers, requests for information on products, passenger support, and treatment of some complaints.



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.

**The journey to
a great career starts here!**

Jonview

RESPONSIBILITIES

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

- ❖ Effective oral & written communication in English and French is a must.
- ❖ Effective oral & written communication in German, Portuguese and/or Spanish is an asset
- ❖ Post-Secondary School Education
- ❖ Tourism experience is an asset
- ❖ Must be able to work evenings and weekends
- ❖ Ability to work under pressure and multitask
- ❖ Strong attention to detail and autonomy
- ❖ Team spirit
- ❖ Dedicated to a high level of customer service
- ❖ Able to plan, organize and set priorities & manage processes



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.

The journey to
a great career starts here!

Jonview

AI Disclosure: We use AI-powered tools on job posting platforms to assist in the initial screening and ranking of applications based on job-related criteria. Final hiring decisions are made by human recruiters.

APPLY NOW: INFO-HR@JONVIEW.COM



www.jonview.com



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



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.