

The journey to
a great career starts here!

Jonview

OPEN POSITION – TEAM LEAD, GROUP OPERATIONS

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 supporting the operation of the Group Operations supervisor and team members in both Toronto and Montreal, while carrying out the various operations necessary to ensure the smooth running of a small number of their own groups. Responsible for ensuring the Groups Team provides high-quality services, which meet the needs of both internal and external clients for the operations of group files. The candidate will be required to work one or two weekends during the summer to assist the tour directors on the road.



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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RESPONSIBILITIES

- ❖ Support the supervisor in training/development of employees in relation to their tasks and the application of company policies/procedures
- ❖ Support the coordinators in their daily tasks
- ❖ Continuous improvement of work methods that enhance the quality of the customer experience, while maximizing operations and productivity and limiting costs
- ❖ Collaborating with team and management for procedure manual updates
- ❖ Prioritize on the road and post travel support for the team in problem solving management and client communication
- ❖ Management of reservations, confirmations, and cancelations of tours (coaches, hotels, restaurants, activities, etc.).
- ❖ Management of passenger lists (names, modifications, etc.).
- ❖ Management of deposits with different suppliers.
- ❖ Sending passenger lists to different suppliers.
- ❖ Communicate with our customers around the world, by phone and email, to follow up on files
- ❖ Take calls from directors during problems on the road and follow up on problem resolution.
- ❖ Invoicing of files.

POSITION REQUIREMENTS

- ❖ College diploma in administration or tourism or relevant experience in the tourism industry, more particularly in a receptive (minimum of four years of experience)
- ❖ Knowledge of Canadian and USA tourist destinations
- ❖ Excellent computer skills (Office Suite and reservations system/operations of a receptive)
- ❖ Mastery of French language is a must
- ❖ Great sense of organization, attention to detail, autonomy, ability to work under pressure and meet tight deadlines
- ❖ Flexible in terms of schedules



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