

The journey to  
a great career starts here!



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## OPEN INTERNSHIP POSITION – INTERN, GROUP OPERATIONS & TOUR DIRECTOR ADMINISTRATION

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**Status:** Temporary, Part-time

**Contract:** 4 months

**Location:** Toronto or Montreal

**Internship Position:** Unpaid (Educational Placement)

**Vacancy:** This is for an existing vacancy within our Group Operations department

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### 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.

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### DESCRIPTION

This internship position involves supporting the daily operations of our groups by assisting with key administrative, system, and service-related tasks. The intern will contribute to the smooth coordination of group movements by helping manage communications, updating system information, and preparing required documentation. Providing high-quality servicing, which meets the needs of both internal and external clients.



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

- ❖ Monitor and manage the Operations mailbox in Outlook
- ❖ Dispatch AP verification items to the appropriate team members
- ❖ Run and review delivery error reports in the CCRS 1 & 2 systems
- ❖ Process cancellations and rebookings when contracting changes require updates in AP
- ❖ Clear cancellation confirmations in the CCRS queue
- ❖ Enter passenger names for rooming lists
- ❖ Book optional services in CCRS 2
- ❖ Prepare expense reports for the Operations credit cards (USD and CAD) using Excel
- ❖ Assist with the preparation of Tour Director packages and support office documentation tasks, including photocopying (Montreal-based interns only)
- ❖ Support Tour Directors during Airport Meet & Greet operations and assist in welcoming passengers arriving at the airport
- ❖ Tasks as assigned

## POSITION REQUIREMENTS

- ❖ Strong verbal and written communication skills in English, focusing on customer service for both internal and external clients
- ❖ Dynamism, autonomy, and team spirit
- ❖ Resourcefulness and good stress management
- ❖ Thoroughness and attention to detail
- ❖ Knowledge of Canadian geography
- ❖ Knowledge of Word, Excel, and CCRS or other receptive system (an asset)



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*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](mailto:INFO-HR@JONVIEW.COM)



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