

The journey to  
a great career starts here!



---

## OPEN POSITION – BILINGUAL INSIDE SALES AND CUSTOMER SERVICE (HYBRID) AGENT

---

**Status:** Permanent, Full time

**Compensation:** \$ 45,000.00 annually

**Vacancy Disclosure:** Existing vacancy

**Location:** Toronto or Montreal (hybrid)

---

### 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 sales activities during fall and winter then moving to customer service duties in spring and summer. The successful candidate will be responsible for sales administration tasks



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

such as assisting with client contracts and product questions (fall) and for passengers on the road and post travel support (spring).

## RESPONSIBILITIES

- ❖ Proof client contracts, brochure text and operational procedures
- ❖ Load and maintain all applicable Control Sheet data in CCRS
- ❖ Respond to queries regarding itineraries, products, and services from clients
- ❖ Build relationships with clients
- ❖ Provide passenger assistance
- ❖ Respond to complaints post-travel
- ❖ Assist in the completion of any projects, as assigned
- ❖ Maintain a high level of Canadian Tourism product and geographical knowledge of Canada

## POSITION REQUIREMENTS

- ❖ Effective oral & written communication in **English and French are a must.**
- ❖ Effective oral & written communication in Portuguese, Spanish, German and/or Italian is an asset.
- ❖ Post-Secondary School Education
- ❖ Tourism experience is an asset
- ❖ Must be able to work evenings and weekends during May to October
- ❖ 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](mailto:INFO-HR@JONVIEW.COM)



[www.jonview.com](http://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.