

Job Description – Sales & Reservation Agent

Position Purpose

The Sales & Reservation Agent facilitates the promotion, sales, booking and reservations of V2V's products and services, and performs daily, outstanding customer experience and operational duties. The Sales & Reservation Agent supports the Sales & Reservation Supervisor and Sales & Guest Manager.

Required Qualification and Training

- Secondary school diploma, preferably in travel & tourism
- Experience with basic computer applications and Reservation/CRM systems
- Previous experience in marketing, sales and product development is an asset
- Previous call-centre experience is an asset
- Knowledge of a second language is an asset
- Courses in customer service and sales training, languages and communications are an asset

Essential Competencies and Characteristics

- Excellent customer service skills with previous experience preferably in the travel & tourism industry
- Experience in managing large groups of customers
- Good communication skills
- Excellent telephone manner and etiquette
- Detail-oriented and organizational skills
- Experience with working in teams as well as independently
- Time-management skills

Major Responsibilities

Duties and responsibilities will include but are not limited to:

- Provides product and services information, itineraries and prices
- Responds to all guest reservation requests and delivers prompt, courteous and accurate guest service at all times
- Uses selling techniques to promote, upsell and cross-sell products, services, and packages
- Books reservations and sends out confirmation notices
- Handles customer and guest inquiries, concerns or complaints
- Counsels customers on terms and conditions of travel, e.g. cancellation policies
- Champions high quality customer service
- Manages and provides daily operational duties and support such as checking-in guests and assisting with embarkation/disembarkation
- Manages service cancellations and activating alternate service plans with third parties
- Ensures sound knowledge and understanding of the reservation system to modify, add or change bookings
- Handles service and catering deliveries, wharf and terminal maintenance as well as waste management
- Daily Cash accountability and reconciliation
- Assists with sales coordinator tasks, ensuring data integrity in reservation system and/or CRM system
- Maintains a clean and organized work and sales area
- Able to work on board of the vessel as a Host if required
- Performs special projects as assigned by Sales & Guest Manager or VP Sales & Marketing

Quality, Health, Safety and Environmental Responsibilities

- Is familiar with the QHSE policy and QHSEMS and apply it everyday
- Understands roles and responsibilities in regard to QHSE
- Applies risk management principles and controls for all my work
- Ensures training, competency and certification/s, as appropriate, before undertaking work
- Actively participates in QHSE activities and promotes a strong workplace safety culture
- Focuses on learning and continuous improvement of the QHSEMS
- Takes reasonable care of, and cooperates with, actions taken to protect the health and safety of both themselves and others
- Reports all accidents, incidents, near misses and hazards to my manager/supervisor as soon as is practicable
- Does whatever is reasonably practical to ensure that both the workplace and the work itself are safe
- Ensures that she/he and the people around them are always 'Fit for Work'

Please apply by sending your resume and cover letter to careers@v2vvacations.com and note the position title that you are applying for in your subject line.

V2V Vacations is supportive of workforce diversity and encourages applications from qualified individuals.

