



## LONG POINT ECO-ADVENTURES: Booking Agent

Long Point Eco-Adventures is seeking a cheerful, outgoing and reliable individual who enjoys customer satisfaction and a sales environment. Booking Agents are responsible for providing exceptional customer service to all clients over the phone, via email, and on occasion in the Welcome Centre. Booking Agents are the first point of contact with our clients, so it is important the first impression is always a positive one. A successful applicant will possess a positive attitude, exceptional verbal and writing skills, and pays great attention to detail. The applicant must be willing to assist guest inquiries and needs promptly and effectively.

### **Booking Agents responsibilities include, but are not limited to:**

- Handle all telephone, e-mail and in person inquiries to complete reservations with accuracy in our Flybook booking portal
- Working with the marketing staff to fill vacancies in lodging and activities
- Coordinating group rates and bookings with accuracy
- Greet all guests with a friendly smile and willingness to assist with any request
- Maintain the highest level of customer service through a thorough understanding of resort offerings and Norfolk County attractions
- Use positive, open and appropriate communication with all clients and LPEA staff members
- Perform other duties as requested

### **Qualifications:**

- High School Diploma is required; preference given to those whom are currently enrolled in, or are graduates of a recognized college/university program
- Must have very strong communication skills including telephone and email etiquette
- Ability to multitask and prioritize in a high-paced environment is very important •

Must be friendly and professional at all times

- Experience working with computers and POS systems
- Able to stay calm and make decisions during stressful situations
- Able to work well with others for long periods of time during a shift
- Must have a strong attention to detail to ensure accuracy
- A strong work ethic, positive attitude and personality are a must

Booking Agents must be available to work days and nights, weekends and holidays. from **April 24<sup>th</sup> – September 7<sup>th</sup>** and **select weekends from September 7<sup>th</sup> – October 31<sup>st</sup>**. Successful candidates must be available for training from April 11th - 22nd (no exceptions).

**HOW TO APPLY:** Please forward complete Application Package consisting of: **(1) Cover Letter and (2) Resume to: [chloe@lpfun.ca](mailto:chloe@lpfun.ca) by February 1st, 2022.**

*Thank you for your interest in Long Point Eco-Adventures. Only successful applicants will be contacted. Good luck!*