



## **OWEN SOUND TRANSPORTATION COMPANY, LIMITED POSITION POSTING**

The Owen Sound Transportation Company (OSTC) is one of Ontario's largest ferry operators providing state-of-the-art passenger, vehicle, and cargo transportation services.

We are currently seeking a full-time (40 hours a week, plus on call) Supervisor, Reservations Department to join our team. The OSTC is an Agency of the Province of Ontario, under the Ministry of Transportation. OSTC operates safe, efficient, and reliable ferry services on the following routes with the named vessels:

- M.S. Chi-Cheemaun on the Tobermory and South Baymouth route,
- M.V. Niska 1 on the Moosonee and Moose Factory route,
- M.V. Pelee Islander and MV Pelee Islander II on the Leamington/Kingsville to Pelee Island and Sandusky, Ohio routes.

The OSTC works with several stakeholders to achieve operational objectives, including provincial ministries and both provincial and federal regulators. The company offers excellent growth opportunities, benefits package, flexible work schedules, and a trusting environment.

**Position:** Supervisor, Reservations Department

**Reports to:** Manager, Customer and Media Relations

**Location:** Owen Sound, ON

### **Job Purpose:**

Reporting to the Manager, Customer and Media Relations, the Supervisor, Reservations Department will oversee the reservation department consisting of up to 5-8 seasonal student reservations agents (May to September). You will provide daily supervision and to ensure all agents meet the organization's targets for customer service excellence, assist in reservation system development, database administration, and application support for all users. As a highly motivated leader that thrives in a fast-paced environment, you will instill a culture that inspires others to achieve success.

### **Key Responsibilities and Accountability:**

- Recruits and trains OSTC Reservations Agents on relevant job duties and company policies (e.g., using the computer software system and appropriate etiquette to achieve customer service excellence)
- Develops and monitors work schedules for reservation agents to ensure staffing models meet variable call volumes
- Reviews reservation agent performance to ensure continual improvement
- Reviews daily reservation manifests to ensure bookings are accurate, complete, and maximizes ferry capacity; flags capacity concerns to the Terminal Supervisors for escalation
- Provides general tourism information services to the public and provides point-of-sale functions (e.g., Chi-Cheemaun merchandise, tickets, gift certificates) at the OSTC Springmount office
- Promotes a positive team culture to maximize productivity and customer satisfaction

- Processes customer inquiries over the phone and e-mail (reservation requests, special events such as Dinner Cruise reservations, and complaints) in a timely and professional manner
- Participates in developing reservation booking software capabilities to enhance customer experience (with software developer and host)
- Determines causes of reservations database errors and/or user errors, and facilitates corrective measures
- Ensures department follows protection of personal privacy and internet security legislation and policies
- Escalates major quality concerns (e.g., customer complaints, booking anomalies, or other conflicts) to the Manager, Customer and Media Relations
- Provides trouble-shooting support to Reservation Agents at the Pelee Island Transportation Service

During the ferry off-season (December to March), other administrative and marketing duties may be assigned including but not limited to assisting the Manager, Customer and Media Relations with preparing media and marketing materials.

**Dimensions/Territory/Scope:**

Territory of operation includes Owen Sound, ON. This position also provides reservation system technical and user support to the Pelee Island Ferry Service located in Leamington/Kingsville and on Pelee Island.

Direct staff responsibilities include the supervision and management of up to 5 student reservation agents. Indirect staff responsibilities include Reservations/Ticket Agents in Tobermory and South Baymouth.

This position may be required to provide support in response to business requirements during weekends, holidays, and other non-standard working times while the vessels are in operation.

Travel may be required.

**Requirements/Qualifications:**

- College Diploma or University degree in a related field (e.g., Business Administration, Hotel Management, Tourism)
- Demonstrated experience in customer service-related positions (e.g., front desk, online, telephone, or call center environment)
- Accurate data entry skills
- Strong written and verbal communication skills
- Proficient with Microsoft Office (Outlook, Excel, Word)
- Valid and unrestricted driver's license
- Knowledge of regional tourism service industries is preferred
- Knowledge of French is an asset

**Core Competencies:**

- Demonstrated leadership ability
- Excellent problem-solving skills
- Ability to take initiative with minimal guidance
- Ability to handle competing priorities under tight timelines
- Strong desire to coach, mentor and develop a team
- Adaptive and flexible to a changing environment

- High level of integrity, confidentiality and accountability
- A well-defined sense of diplomacy, including solid negotiation and conflict resolution abilities.

**Salary Range:** \$40,000-\$45,760 (under review)  
**Benefits:** Comprehensive Health Benefit package  
**Pension Plan:** Ontario Public Service Pension Plan (PSPP)

**Apply:**

Please apply by submitting your cover letter and resume to Kaleena Sanford, Manager Customer and Media Relations by **Friday, July 30<sup>th</sup>, 2021**.

Application information will be accepted by email addressed to [info@ontarioferries.com](mailto:info@ontarioferries.com). Please enter "Supervisor, Reservations Department" in subject line.

*We thank all applicants, however, only those selected for an interview will be contacted. OSTC is an equal opportunity employer and is committed to developing inclusive, barrier-free selection and appointment processes and work environments. If contacted in relation to this process, please advise the organization's representative of your need for accommodation measures which must be taken to enable you to be assessed in a fair and equitable manner.*