

## JOB POSTING



<b>Position:</b> Reservation Agent (3 Positions)	<b>Location:</b> Owen Sound, Ontario
<b>Posting Date:</b> April 26, 2023	<b>Posting Closes:</b> Open till filled.
<b>Start Date:</b> As soon as possible RA # 1: May 1 – Oct 21 / M-F 8:00 am – 4:00 pm RA # 2: June 1 – Sept 4 / Weekdays & Weekends RA # 3: June 1 – Sept 4 / Weekdays & Weekends	<b>Type of Position:</b> RA # 1 – Term Season Position RA # 2 – Summer Position RA # 3 – Summer Position
<b>Apply To:</b> <a href="mailto:careers@ontarioferries.com">careers@ontarioferries.com</a>	<b>Reports To:</b> Manager, Customer Contact Center

Join our Reservations Team and offer exceptional customer service to travelers to our area!

In this role, you will support the start-up of the busy season by performing a range of tasks, including administrative work, reviewing and testing written scripts to ensure that systems work effectively and recommending changes for improvement, drafting chat and emails using effective grammar and spelling, respond to telephone callers, chat and email messages from travelers seeking assistance to book travel on our ferries operating between Tobermory and Manitoulin Island. You will assist customers in making reservations as well as cancelling and modifying existing reservations. Ideal candidates are friendly and efficient, have excellent computer and telephone skills, and enjoy understanding customers' needs and ensuring they are met.

### We offer the following:

- Competitive hourly rate.  
RA # 1 - \$21 p/h  
RA # 2, 3 - \$18 p/h
- Fun, team-oriented work environment
- Work hours that support a healthy home/work/life balance
- Paid breaks.
- State-of-the-art reservation system
- Industry-leading training and performance coaching

### Qualifications, Experience and Abilities

- Two or more years of successful performance in customer service in a telephone-based environment or in-person customer service.
- Technology oriented; accurate data entry; comfortable learning new applications.
- Above average verbal and written communication skills; must be able to draft written chat and emails using effective grammar and spelling.
- Call center experience is an asset.

- Knowledge of the Microsoft environment is an asset.
- Strong organizational skills and ability to work well in a fast-paced environment.
- High school diploma or GED required.
- Must be able to speak, read, write and understand English. A second language is preferred, especially French or Hindi.
- Must have good hand-eye coordination and the ability to write on a computer keyboard.

We are committed to the principle of fair representation of individuals from the four designated groups as defined by the Employment Equity Act. We encourage qualified women, indigenous peoples, persons with disabilities and members of visible minorities to apply for our positions.

**How to Apply**

Submit your resume and cover letter in confidence to Maria Minutti at: [careers@ontarioferries.com](mailto:careers@ontarioferries.com).

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