



MARTYRS' SHRINE

THE CANADIAN SHRINE OF THE NORTH AMERICAN MARTYRS · SERVED BY JESUITS

Job Description

Position Title:	Bookings/Customer Service Clerk – Agent(e) de reservations/service à la clientèle
Department:	Marketing and Communications
Reports to:	Manager, Marketing and Communications
Status:	18-month with possibility to renew / Fulltime / Hourly (37.5 @ \$16)

Overview

The Bookings/Customer Service Clerk, as a member of the Marketing and Communications team, provides customer and booking services for religious, education, pilgrimage, travel trade, association, corporate, social, and facility rental groups at Martyrs' Shrine, acting as the first point of contact, including: processing registrations, memberships, and bookings; point of sales operations; and assisting the Manager with promotional and special events, and other related administrative duties, as assigned. She/he is comfortable and adept at communicating in-person, via telephone, by email, and through succinct and professionally written correspondence, in both English and French, using a vocabulary in-tune with the Roman Catholic tradition.

Responsibilities

- Provide administrative support to the booking, fundraising, customer service, and community relations functions of Martyrs' Shrine
- Initiate, complete the booking and enable all facets of education, group, and facility rental reservations
- Liaise closely with the Programmes Department to facilitate the experience of booked groups
- Maintain communication with booking contacts throughout the customer journey including initiation, activation, booking, on-boarding, post-evaluation, and follow-up whilst responding to inbound inquiries in a timely manner
- Answer inquiries and provide information regarding the programmes, pilgrimages, Masses, memberships, special events, and fundraising products of Martyrs' Shrine
- Produce and distribute a confirmed schedule of bookings on a weekly or as needed basis to the appropriate Department to advise of reservations
- Support marketing initiatives including bulk mail, web, social media, telephone calls, attendance at travel shows, brochure distribution, and drafting and editing materials
- Maintain a database of bookings and reservations, and communicate critical information to the Programmes Department, and all other applicable Departments

- Other projects or tasks as assigned by the Manager of Marketing and Communications

Season I (November to April)

- Liaise with stakeholders to develop itineraries, and packaged products for the public and tour operators
- Draft presentations, and other promotional material in support of bookings, promotion, fundraising, and community relations initiatives
- Assist with the arrangements and/or attend various trade shows and exhibitions

Season II (May to October)

- Provide front-line customer service in the Front Office including cash handling
- Assist with maintaining databases by providing data entry support
- Promote fundraising products and process the monies from their purchase

Note: Flexible working schedule is required to support programmes, pilgrimages, special events, outreach opportunities, and business travel associated with promoting a seven-day-a-week attraction, including evenings, weekends, and occasional overnight travel.

Qualifications and Competencies:

1. Bi-lingual (French/English); other language an asset
2. College diploma in marketing, business, sales, or related field; or equivalent work experience
3. Customer service skills
4. Administrative/organizational skills
5. Communication skills
6. Computer proficiency
7. Teamwork and interpersonal skills
8. Math skills
9. Experience working with educational institutions, tourism stakeholders, and/or religious groups an asset
10. Knowledge of, and commitment to, the story of the Canadian Martyrs and the mission, vision and values of Martyrs' Shrine
11. Knowledge of Martyrs' Shrine and surrounding area
12. Knowledge of, and commitment to, Health and Safety on the job
13. Knowledge of the Society of Jesus, Jesuits of Canada, and Ignatian spirituality would be considered an asset

Advertise August 17, 2017

August 31, 2017