



**Camis Inc.**  
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Canada

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**W** [www.camis.com](http://www.camis.com)

**Position:** Reservations Agent for provincial, state, and local parks agencies.

**Position Length and Details:** Contract summer positions available. Broad range of hours available (15 – 40 hours per week). Part time hours are available after Labour Day.

**Hours of Work:** This is an hourly position. Call Centre operating hours range from 8 am – 11 pm daily. Staff will be required to work statutory holidays, afternoons, evenings, and weekends as required.

**Compensation:** \$11.50/hr biweekly via payroll.

**Benefits:** 4% vacation pay compensation via biweekly payroll. End of contract bonus of \$1/hr for each hour worked under contract. Employee must achieve minimum eligibility requirements outlined in employment contract.

**Start Date:** Three hire sessions planned for 2010: Mar 22, May 3, or June 7

**End Date:** Labour Day 2010. Contract extensions for part time hours are available after Labour Day.

**Reports To:** Reservations Supervisor / Reservations Team Lead

**Position Purpose:**

The Reservation Agent is responsible for providing exceptional customer service over the phone to all Camis customers. The employee must be able to work effectively with various software programs to complete his or her job responsibilities. Staff are trained to be knowledgeable about the parks on the reservation service as well as how to handle the various requests made by customers. Providing the best possible service is our number one focus.

**Principal Accountabilities:**

- Processing reservations, changes, and cancellations for all Camis customers
- Trip planning/suggestions for those customers unfamiliar with parks agencies
- Responding to or redirecting (as appropriate) requests for information
- Assisting customers in using online reservations websites
- Calmly and professionally handling disappointed or difficult customers according to the customer service training provided
- Handle customer billing questions or concerns
- Work closely with the Call Centre Help Desk and Management teams to resolve customer concerns
- Support and demonstrate commitment to quality customer service and high performance
- Adhere to all quality and efficiency targets
- Special projects as deemed necessary for the success of Camis Inc. as assigned by the

Reservations Supervisor or Team Lead

- Contribute to the growth and success of the company

### **Position Requirements**

#### **Education/ Experience:**

- Previous customer service experience is a requirement
- Previous call centre experience or parks experience is an asset
- Being able to effectively communicate in Spanish is an asset and will be paid a \$1/hr wage premium
- Computer literacy skill set required
- Demonstrated team player abilities as well as excellent self management skills
- Strong attention to detail and results oriented
- Excellent verbal and written communication skill sets are required
- Working knowledge of call centre performance metrics is an asset

#### **Expectations**

- Ability to integrate rapidly with an exciting team and changing environment
- Reliability with regards to attendance
- Ability to retain information as it relates to the job
- Demonstrates high levels of professionalism
- Adherence to Camis Handbook and policies

Please email your resume and cover letter outlining your qualifications to [jobs@camis.com](mailto:jobs@camis.com) . There is currently no closing date for applying for this position.

Those who qualify for an interview will be contacted.