

GO NORTH TRAVEL

Reservations Supervisor, Whitehorse Station

Job Type: Full-time (35 – 40 hours), year round

Starting pay: \$23.00/hr (NOC Code 62022)

GoNorth Travel, LLC is a family owned Tourism company with a large RV and SUV rental fleet. We are looking for a highly motivated multilingual Reservations Supervisor for our Whitehorse station. Please note that housing is not provided.

Responsibilities of the Reservations Supervisor include:

- Answer questions in person, on the phone and by email in English, German and French;
- Welcome guests to GoNorth and collecting guests' arrival and departure information;
- Hire, train and lead a small rental staff team during the rental season;
- Oversee getting the rental units ready to GoNorth standard in time for the guests and assist wherever needed, including detailing and housekeeping;
- Coordinate workflow with RV technicians and mechanics;
- Keep the station clean and presentable at any given time;
- Complete quality check before handing out vehicles;
- Explain and hand out vehicles to customers in English, German and French;
- Explain rental agreement to customers in English, German and French;
- Evaluate returned vehicles;
- Enter all relevant information into in-house database;
- Accept payments and process refunds to guests;
- Coordinate procedures with Rental and Station Managers company wide;
- Report directly to COO, CFO and CEO;
- And other related duties as assigned.

Minimum Qualifications:

- High School Diploma
- Excellent English and German language skills (reading, writing, speaking)
- Fluid in French (reading, writing, speaking)
- At least 5 years' previous experience in similar operations
- Excellent guest service, communications skills and problem-solving skills
- Strong computer skills (proficient in MS Office applications)
- Ability to work independently and with highest accuracy within required time frames
- Ability to multi-task and work under pressure
- Must be able to work shifts, weekends, and holidays during rental season
- Positive attitude
- Good team player

Please send application and cover letter to human.resources@gonorth-alaska.com