

## **Bookings Manager**

The Bookings Manager is the first contact for all tour agent partners. Whether in person, phone, or email they answer all questions, concerns and, act on special requests regarding corporate accounts.

**Category:** Management  
**Reports to:** General Manager  
**Job Definition:** To manage all aspects of reservations for FIT partners while also filling in for Tofino Front Desk  
**Assigned area of work:** Tofino Front Office  
**Hours of operation:** 8-hour shift, 5 days per week  
**Pay Structure:** Full-time \$24-26 per hour

**Duties:**

- 1) Collecting and inputting all Fit partner reservations
- 2) Sending/Receiving all new and renewing contracts and partner rates (with GM)
- 3) Managing smooth and efficient processes for FIT check-ins.
- 4) Review FIT partner listings of our products (via their websites) to ensure accurate information
- 5) Manages the stop-sell for Fit Partners
- 6) Maintain communications with Booking Partners and provide both positive and negative feedback, when necessary
- 7) Front office responsibilities – providing coverage including check-ins, greeting customers, entering merch sales, and all other front desk duties when other staff not available
- 8) Complete annual reports to reflect trends of bookings, donations, and others, as required
- 9) Work with Finance Department, when required, regarding invoicing queries for Corporate accounts
- 10) Work with GM and Front Desk Manager to facilitate private group bookings

Ability to work alone and in a team environment. Ability to manage multiple tasks and focus on job at hand in the face of distraction. Ability to manage contract details and follow up with outstanding booking details.

To apply for this position please email your resume and cover letter to [jobs@jamies.com](mailto:jobs@jamies.com)