
Tour Booking Coordinator

The Tour Booking Coordinator is accountable for all aspects of the successful coordination and sales of park tour programs at Wanuskewin Heritage Park.

The ideal candidate will have experience and possess an ability to:

- Communicate a welcoming and professional environment for all Wanuskewin visitors, clients and guests with a focus on service excellence while increasing program and facility utilization through tour and program sales.
- Support direct sales and catering effort through administration of tour & catering contracts and client communication.
- Meet with prospective clients to tour Wanuskewin and provide customers with knowledge on all services Wanuskewin can offer for their visit and to have an optimal experience.
- Plan tour details with customers to ensure all their needs are met when on site.
- Accurately and effectively communicate and track all booking details of park programs and tours to Wanuskewin clients while ensuring attention to detail.
- Respond effectively in a timely manner to client's questions and concerns regarding Wanuskewin tours and programs.
- Actively promote Wanuskewin by ensuring event information and additional service options are promoted to maximize the client experience.
- Actively promote and increase Wanuskewin's facility and service usage by placing sales calls and visits to potential clients.
- Ensure contracts with clients are signed and accurate in booking details of all pertinent tours and programs.
- Maintain an appropriate tracking system of all tour bookings.
- Prepare and distribute all tour booking information to the Program and Sales staff.
- Contribute equally with other team members to ensure Wanuskewin's level of service standards of excellence are achieved.

Required Qualifications and Experience

A Post Secondary Education is preferred or a combination of education and a minimum of two year's experience in event planning or tour coordination in tourism related experience; exceptional organization and communication skills both written and verbal. This position requires excellent computer skills including email, internet research and Microsoft Office applications (specifically MS Word and MS Excel.)

The successful candidate will be required to produce a CPIC, valid driver's license and have reliable transportation prior to commencement of work. Please note that people with Aboriginal Ancestry will be given preference, however, we are an equal opportunity employer and will hire the best candidate available based on all resumes submitted (HRC-E-91-09) (HRC-E-91-17).

Wanuskewin Heritage Park offers a fair and competitive compensation and benefit package. Please submit your resume and cover letter by email no later than October 13th, 2017 at 4:00 p.m. to:

Wanuskewin Heritage Park Authority
Attn.: Jenaya Chutskoff
RR#4 Penner Road
Saskatoon SK S7K 3J7
Email: jenaya.chutskoff@wanuskewin.com