



## WE'RE HIRING!

### Position:

Personal Assistant/Reservation and Travel Agent

### Description:

Dream Vacation Tours is in search of a dynamic and self-motivated individual to join our team. We require someone who can closely collaborate with our Director of Sales & Reservations, and who possesses a quick learning ability for handling reservations, managing travel arrangements, and delivering exceptional customer service. Your interactions with our guests are crucial in setting the tone for their Dream Vacation Tours experience.

### Personal Assistant Responsibilities:

- **Schedule Management:** Assist the Director of Sales & Reservations in managing their schedule, appointments, and emails.
- **Office Support:** Provide general office support as needed.
- **Document Preparation:** Prepare and proofread documents, presentations, and reports.
- **File Organization:** Organize and maintain both digital and physical files.
- **Meeting Coordination:** Prepare meeting agendas, take meeting minutes, and follow up on action items. Coordinate logistics for meetings and conference calls.
- **Communication Liaison:** Act as a liaison between the Director and internal/external stakeholders.
- **Research Assistance:** Conduct research on various topics and compile information for decision-making.
- **Event Planning:** Assist in planning and organizing company events.
- **Ad Hoc Support:** Be ready to help with any other tasks or projects as needed.

### Reservation/Travel Agent Responsibilities:

- **Efficient Reservation Management:** Efficiently and accurately manage customer reservations.
- **Customer Assistance:** Offer information and assistance to customers regarding travel options, itineraries, and pricing.
- **Booking Services:** Book flights, accommodations, tours, and other travel-related services for clients.

- **Issue Resolution:** Handle inquiries and resolve customer issues or concerns professionally.
- **Stay Informed:** Stay up-to-date with travel industry trends, destinations, and product knowledge.
- **Sales Collaboration:** Collaborate with the sales team to meet sales targets and ensure a seamless booking process.
- **Record Keeping:** Maintain accurate records of reservations and payments.

### **Qualifications:**

- Must be fluent in both French and English.
- Proven experience as a Personal Assistant or in a similar role is preferred.
- Previous experience in the travel and tourism industry is an asset.
- Strong organizational and time management skills.
- Excellent communication and interpersonal abilities.
- Proficiency in using computer reservation systems and office software.
- Ability to work independently and in a team.
- Good numerical skills and attention to detail.
- A positive attitude and a passion for delivering exceptional customer service.
- Flexibility to adapt to changing priorities and workload.

### **Position Details:**

- Full-time salaried position, expecting to work 40+ hours per week based on business demands.
- Flexibility to work weekends and early evenings as required.
- Home-based position requiring a dedicated workspace.
- Occasional onsite work in Moncton with the Director of Sales on certain projects and duties.
- Salary and benefits based on experience.

### **How to Apply:**

Interested candidates are invited to submit their resume and a cover letter explaining their suitability for the position to [hr@dreamvacationtours.com](mailto:hr@dreamvacationtours.com). Please include "**Personal Assistant and Reservation/Travel Agent Application**" in the subject line.