



Bookings Manager

Jamie's Whaling Station Ltd has been in operation for over 40 years, with locations in both Tofino & Ucluelet. We take pride in offering a variety of tours and services, including whale watching, bear watching, hot springs cove trips, kayaking adventures, and water taxi services. Our fleet comprises a mix of vessels, ranging from the adventurous Zodiac to Covered Cruisers. The primary focus of our operations is the safety and security of passengers, crew, and vessels. The ship's master is in command, responsible for conveying crucial information to the crew, with deck crew maintaining constant communication to ensure vigilant watch and efficient passenger management. A fundamental understanding of onboard safety equipment and basic vessel maintenance is essential for this role.

POSITION: Bookings Manager

LOCATION: Front Office (Tofino or Ucluelet)

WAGE: \$24.00 – \$26.00 / hour (commensurate with experience)

DURATION: Part-Time (approx. 24 hours/week — 3 x 8-hour shifts)

ABOUT THE ROLE

As our **Bookings Manager**, you are the primary point of contact for our travel agent partners, corporate accounts, and FIT (Free Independent Traveler) partners. Whether interacting via phone, email, or in person, you will represent our brand, resolve inquiries, manage partner contracts, and ensure flawless reservation operations.

This role combines key partner-relationship management with hands-on front desk coverage, serving as a vital bridge between our operational team, management, and global partners.

KEY RESPONSIBILITIES

Partner & Corporate Account Management

- **Reservations & Contracts:** Collect, input, and manage all FIT and corporate partner bookings. Assist the General Manager with issuing, reviewing, and tracking annual partner rates and contracts.
- **Inventory & Listings:** Monitor and manage stop-sells for FIT partners to optimize tour capacity. Audit partner websites regularly to ensure our product descriptions and rates are accurate.
- **Communication & Relationships:** Maintain strong, professional relationships with booking partners, addressing inquiries, special requests, and feedback promptly.
- **Private Groups:** Collaborate with the GM and Front Desk Manager to coordinate and facilitate private group bookings.

Front Desk & Operations Support

- **Front Desk Coverage:** Step in to cover front office operations as needed, including guest check-ins, welcoming visitors, processing retail sales, and general customer service.
- **Check-In Efficiency:** Establish and maintain smooth, seamless check-in workflows for partner guests.

Reporting & Administration

- **Financial Coordination:** Work alongside the Finance Department to resolve invoicing queries and reconcile corporate account details.
- **Reporting & Analysis:** Compile annual reports tracking booking trends, partner performance, charitable donations, and other key metrics as requested.



QUALIFICATIONS & SKILLS

- **Detail-Oriented & Organized:** Exceptional ability to manage contract details, keep track of multi-step processes, and follow up on outstanding booking information.
- **Multitasker:** Proven ability to stay focused, prioritize tasks, and remain calm in a fast-paced environment with frequent interruptions.
- **Team Player & Self-Starter:** Comfortable working independently to drive tasks to completion while collaborating effectively across departments.
- **Technical Acumen:** Proficient in Microsoft Office Suite (Word, Excel, Outlook), PDF software (e.g., Adobe Acrobat), and reservation/POS software. Experience in Fareharbour is an asset.
- **Communication:** Clear, professional written and verbal communication skills.

HOW TO APPLY

To apply for this position please email your resume and cover letter to jobs@jamies.com with the subject line "*Bookings Manager Application - [Your Name]*".

Visit our careers page at www.Jamies.com/careers for more information and to fill out an application and email your cover letter / resume to: Jobs@Jamies.com