



Job Opportunity— Part time Front Desk/Reception

The Canadian Ecology Centre is a non-profit environmental and science education and Conference centre located in Samuel de Champlain Provincial Park, Mattawa Ontario. We deliver outdoor and environmental education programs, PD opportunities for teachers, host weddings, meetings and conferences, and offer fixed roof accommodations.

Part-time Position: The CEC is currently looking for Front Desk/Reception Staff for part-time positions.

Job Description:

We're looking for a friendly individual who genuinely enjoys being around people and who can manage multiple tasks at once. The ideal candidate will have previous customer service experience and will understand the importance of responding quickly to guests' needs and complaints. You'll be corresponding with guests through email, over the phone and in person.

- Greet visitors and guests with reservations when they arrive at the front desk
- Communicate guests' requests and complaints to the appropriate department
- Refer guests to local amenities and venues
- Operate switchboard, take calls and provide information and transfer calls
- Book reservations for individuals, families and groups as required
- Register individuals and families for camps, courses etc.
- Balance cash at the end of the shift and generate accounting reports for the benefit of the next shift
- Process sales in tuck shop
- Perform other clerical receptionist duties as required such as filing, photocopying, transcribing and faxing

Qualifications:

- Available to work day and evening shifts any day of the week, including weekends and holidays
- Friendly, customer-service attitude
- Works well with little supervision within a team environment
- Attention to detail and dedication to "doing things right the first time"
- Ability to communicate effectively and positively with guests and co-workers
- Bilingual a plus
- Excellent oral and written communication skills
- Must provide successful criminal record check

Only successful candidates will be contacted for an interview.

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