



MEMBER SERVICES AGENT

INDIGENOUS TOURISM QUEBEC | FULL-TIME JOB

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| PLACE OF WORK | 75 boul. Bastien, Wendake (and teleworking) |
| SCHEDULE | 35 hours/week (flexible work hours) |
| STATUS | Regular full-time employment |
| SALARY | Competitive salary within the salary range in effect |
| SOCIAL BENEFITS | Group insurance, defined benefit pension plan, competitive vacation and personal leave, summer working hours, fun work environment. |

GENERAL INFORMATION

Under the supervision of the Deputy Executive Director, the successful candidate will perform administrative and technical tasks pertaining to Indigenous Tourism Quebec’s (ITQ) activities in connection with its current strategic plan. The chosen candidate may also be required to undertake accounting responsibilities.

Moreover, the successful applicant will coordinate and ensure customer service, maintain member relationships, collaborate with the organization’s team members and be responsible for overseeing and maintaining administrative files and customer contact management (CRM).

MAIN DUTIES (DETAILS AVAILABLE ON REQUEST)

- Provide administrative support to the Executive Director and Deputy Executive Director
- Ensure membership support and customer service
- Assist team members on various projects
- Perform bookkeeping tasks for the organization
- Any other related tasks

QUALIFICATIONS AND PROFILE

Education and Experience

- College or professional studies in office technology, administration, accounting, or equivalent relevant training
- Relevant work experience

Skill set

- Proficiency in Microsoft Office Suite
- Proficiency or strong knowledge of database and customer contact management software
- Knowledge of QuickBooks Online (an asset)
- Verbal and written communication skills to function in English and French
- Available to travel for occasional business trips and stays

Soft skills

- Good team player, initiative-driven, proactive, multi-skilled, responsible, and thorough.

HOW TO APPLY

Please submit your cover letter and résumé to Patricia Auclair, ITQ Deputy Executive Director.

DEADLINE: TUESDAY, JANUARY 9, 2024, 1 P.M.

By email only: administration@tourismeautochtone.com

Please specify the email subject line as follows: Application for Member Services Agent

ABOUT INDIGENOUS TOURISM QUEBEC

Indigenous Tourism Quebec (ITQ) was founded in 1991 as the Société Touristique Innu and was afterward known as Québec Aboriginal Tourism Corporation (QATC) till 2010. ITQ is a sectoral tourism association recognized by Quebec’s Ministry of Tourism as the province’s official representative of the Indigenous tourism industry and by the Assembly of First Nations of Quebec-Labrador as a representative space of sharing and services for the development and promotion of Indigenous tourism.

Each year, Indigenous Quebec sustains more than 4200 jobs and shares its culture with over 1.2 million visitors while generating economic benefits exceeding \$169 million.

Our mission is to guide and propel the success of Indigenous entrepreneurs in tourism markets through our strengths: human-centered relations, expertise, advice, networks and strategies.

For more information: www.indigenoussquebec.com

Note:

**Indigenous applicants shall be considered on a priority basis for this position. Only candidates selected for an interview will be contacted.*