



Welcoming Manager – Waconichi Site Activity Attendant – Main Class

Nibiischii Corporation is an Indigenous non-profit organization mandated by the provincial government to ensure the development and operation of the Albanel-Mistassini-Waconichi wildlife sanctuary. Its mission is to develop the territory sustainably for tourism purposes, showcasing wildlife, flora, and Cree culture.

Reporting to the Executive Director, the welcoming manager of the Waconichi site is responsible for all daily operations of the site, including the administrative activities assigned to them.

Responsibilities

Customer service

- Welcome visitors and provide information on site operations and regulations; ensure high-quality customer service.
- Handle telephone and written requests; process reservations.
- Issue access rights, permits, and other documents.
- Collect payments and make deposits according to established procedures.
- Contribute to the implementation of various projects related to the development and promotion of the site.
- Make recommendations for improving services, products, and infrastructures.
- Receive and process customer complaints.

Site cleanliness and maintenance

- Ensure cleanliness of the premises at all times.
- Resolve issues related to site operations and present daily activity reports to the maintenance supervisor.
- Implement established site operation policies and procedures.
- Maintain the territory under their responsibility, as well as equipment used during activities, buildings, and grounds belonging to the wildlife sanctuary, supported by the maintenance team.
- The tasks listed in this job description are not exhaustive. The employee performs all related duties consistent with their role and abilities.

Requirements

- Minimum of three (3) years of experience in a similar position (experience in a tourism welcoming structure).
- Strong customer service skills and ability to manage conflicts and crisis situations.
- Good manual skills.
- Excellent command of Microsoft Office and office software.

Skills

- Adaptability and autonomy.
- Customer-oriented, discreet, and diplomatic.
- Bilingualism (French-English); Cree language is an asset.
- Attention to detail, organized, and strong observation skills.

Working conditions

- Variable schedule, 38.75 hours per week.
- Full-time, 12-month contract with possibility of renewal.
- On-site housing available.
- Salary according to the current collective agreement.
- Insurance and pension plan.

Please apply before October 1, 2025 at: aleroux@nibiischii.com

The masculine form used in this document is intended solely to simplify the text.