



## Customer Service Manager

### CONTEXT

The Nibiischii Corporation, an organization of the Cree Nation of Mistissini, located in a majestic boreal setting, offers year-round tourism experiences that highlight natural resources and the pride, generosity, and cultural richness of the Cree people. The organization manages the Albanel-Mistassini-Waconichi Lakes Wildlife Reserve, which spans over 16,000 km<sup>2</sup> and includes thousands of lakes and several spectacular rivers.

With the support of partners in the tourism and Indigenous sectors, the Corporation is working toward financial autonomy by developing and diversifying its four-season tourism offer. All attractions and excursions are based on principles of sound management and responsible development, focused on wildlife and flora conservation and the protection and promotion of Cree culture.

### POSITION SUMMARY

The Customer Service Manager (CSM) contributes to fulfilling the Corporation's mission and maintaining a strong organizational culture rooted in Nibiischii Corporation's values. Reporting to the General Director and working closely with team members, the incumbent is responsible for all activities related to customer service and coordination of the Rupert Welcoming Office.

The CSM oversees the proper functioning of her/his department (human resources, administration, operations, communication) and ensures its continuous improvement. As a manager, the CSM participates in strategic planning and is actively involved in the organizational development of the Corporation. She/he supervises the front desk staff and supports them during peak periods. She/he manages the reservation system and ensures its smooth operation. The CSM also promotes the Corporation by ensuring the quality and relevance of communication tools.

### MAIN RESPONSIBILITIES

#### Customer Service

- Welcome, inform, guide, and advise clients on the products, activities, and services offered by the wildlife reserve and the Corporation;
- Actively support the Corporation's outreach by leading development projects: stakeholder relations, new clients, and new product lines;
- Receive and handle complaints, suggestions, and customer feedback;
- Ensure promotional and informational materials are always available in displays;
- Respond to inquiries (phone, email, social media);

#### Reservation System Management

- Manage the reservation system, ensuring its proper functioning and continuous improvement;
- Train staff and follow up on training related to the reservation system;

#### Communication

- Conduct customer surveys and compile data and statistics;
- Contribute to updating the website and social media visibility;
- Update information guides and pricing on partner platforms (Bonjour QC, Camping QC) and ensure membership renewals;
- Follow up on promotional activities;

#### Administration

- Act as a resource person and ensure the proper functioning and coordination of the Rupert and Mistissini welcome centers (upcoming);
- Manage IT equipment;
- Update outfitter files, verify access rights, data entry, and deposits;
- Assist in preparing and ordering promotional materials and monitor inventory;

- Manage employee uniforms;
- Manage promotional inventory;
- Oversee general office supply procurement;

## Staff Management and Training

- Manage, supervise, and train the customer service team to achieve customer satisfaction and business development goals;
- Oversee training in customer service and software use;
- Ensure service excellence;
- Supervise and support front desk staff during the summer season and handle callbacks and messages during the off-season;

## SKILLS AND QUALIFICATIONS

- College or university degree in a relevant field;
- Minimum of two years of experience in a similar role;
- Experience in staff supervision;
- Positive leadership, strong customer service skills, and ability to manage conflicts and crisis situations;
- Autonomy, organizational skills, and a strong sense of responsibility;
- Good judgment, discretion, and adaptability;
- Good knowledge of the territory, wildlife reserves, and provincial hunting and fishing regulations;
- Excellent command of Microsoft Office and office software (knowledge of Acomba accounting software is an asset);
- Bilingual (French and English). Knowledge of the Cree language is an asset.

## BENEFITS

- 5-day work week, flexible schedule. Occasional evening or weekend work;
- Pension plan & Group insurance;
- Work-life balance, remote work possible during the off-season;
- Vehicle provided for travel to Rupert Welcome Center.
- Salary scale for this position: \$51,540.00 – \$77,310.00

**Contact Mireille Gravel at 418-770-7440 or by email at [mgravel@nibiischii.com](mailto:mgravel@nibiischii.com) before**

**August 3, 2025 – 5:00 PM, for any questions or to express your interest.**