



**Position:**       **Reservations Agent**  
Full-time, Seasonal  
On Location, 383 Keltic In Road, Ingonish NS  
\$17.00-18.00/Hourly

**Who we are:** Keltic Lodge is a historic resort located in the heart of Cape Breton Highlands National Park overlooking the Atlantic Ocean. Just 2 hours from Sydney, NS, and a 5-hour drive from Halifax, the resort has been welcoming guests to Cape Breton, Nova Scotia since July 1940.

**What we offer:**

- Competitive wages and bonuses
- Discounted green fees at Cape Breton Highlands Links, Subsidized staff accommodations and meals, staff discounts on branded merchandise and select local attractions
- Training and development to support personal & professional growth
- Career advancement opportunities within the company
- A fun place to work with an amazing team & company culture!

***Monetary Bonus*** - An additional bonus of \$2 per hour for each hour worked will be provided to all employees after October 31st, 2023 who:

- a) Work a minimum of 500 hours for the season between May and October and
- b) Work until at least the first Saturday of September 2023.

Returning employees for the 2024 season will be eligible for the same \$2 per hour bonus structure for the 2024 season, plus an additional \$500 as a returning employee bonus.

**Essential Duties (but not limited to):**

- Create and manage guest reservations made by telephone, email and through online booking with exceptional customer service, attention to detail and informed guidance
- Maintain accuracy of reservations in system and processing cancellations and/or modifications as needed
- Handle all incoming calls, and respond promptly to voice messages and emails
- Provide information about hotel rooms, cottages, rates, packages and specials as well as locations and layouts
- Work closely with front desk and banquets to communicate upcoming reservations
- Qualifying and upselling potential clients/guests

**Qualifications:**

- Excellent customer service and positive energy
- Professional attitude and the ability to follow instructions
- Detail oriented and the ability to work independently
- Ability to multi-task, have excellent verbal and written communication skills and the ability to work under pressure

Keltic Lodge at the Highlands is owned and operated by GolfNorth Properties Inc., located at 400 Golf Course Road, Conestoga, Ontario.

For more information about our company and golf courses, visit [golfnorth.ca](http://golfnorth.ca). Keltic Lodge at the Highlands is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We encourage all qualified individuals to apply, including individuals from under-represented groups: Indigenous persons, vulnerable youth, newcomers, and persons with disabilities.

**Apply:** Please send your cover letter and resume to Anna Belz, Talent Manager, at [careers@kelticlodge.ca](mailto:careers@kelticlodge.ca). Please include "Reservations Agent" in the subject line