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Administration régionale KATIVIK Regional Government
KATIVIK P.O. Box 9 KUUJJUAQ (QUÉBEC) CANADA J0M 1C0

JOB OPPORTUNITY

The Kativik Regional Government (KRG), a supramunicipal body with jurisdiction over the territory located north of the 55th parallel, is now looking for a self-motivated and dynamic individual interested in joining the KRG to work in the capacity of:

CUSTOMER SERVICE AND MARKETING AGENT, PARKS
(PERMANENT, FULL-TIME POSITION)

Reporting to the Assistant Director, Parks of the Renewable Resources, Environment, Lands and Parks Department, the Customer Service and Marketing Agent has the mandate to ensure customer satisfaction and develop marketing tools to promote parks in Nunavik. More specifically, the Agent will:

- Work closely with visitor experience officers to develop and implement marketing initiatives, participate in the development and pricing of park activities and provide input regarding tourism infrastructure and services;
- Through the delivery of projects related to visitors logistics, work with other Nunavik Parks staff to ensure exceptional customer experiences and services;
- Create and maintain close ties with tourism businesses offering products and services in Nunavik with the view to developing joint ventures or packages that foster park tourism development;
- Ensure optimal communication between visitors, Nunavik Parks staff and other partners to ensure successful trip planning;
- Coordinate trip logistics for visitors during their stay in Nunavik;
- Conduct business reviews on customer data and surveys;
- Coordinate the design and development of promotional material for Nunavik Parks;
- Work in close collaboration with the KRG Communications Section to keep the Nunavik Parks website up to date;
- Ensure that all information disseminated to the public over the Internet, through partners and other organizations reflects the reality and values of Nunavik Parks and is current;
- Consult with park directors, stakeholders, partners and other KRG departments regarding Nunavik Parks marketing strategies;
- Ensure that all information published through texts, trip packages and photographs reflects the uniqueness of the region and the park network and is current;
- In collaboration with the KRG Communications Section, act as an effective spokesperson for Nunavik Parks (websites, media relations, interviews, newsletters, press releases, etc.);
- Be proactive to ensure and enhance customer experiences;
- Perform any other related duties as required by his/her supervisor.

REQUIREMENTS:

- Bachelor's degree in marketing, tourism or a related field;
- Minimum five (5) years of relevant work experience in communications, tourism or a related field;
- Work experience in the tourism industry will be considered an asset;
- A passion for customer service and creating exceptional customer experiences;
- Ability to stay calm and work under pressure;
- Good planning and organizational skills;
- Good working knowledge of computers with some knowledge of graphic design and marketing software.
- Written and oral working knowledge of at least two (2) of the following languages: Inuktitut, English and French

Place of work:	Kuujjuaq.
Salary:	Minimum of $56 763 to maximum of $87 221 per year (Class 9).
Benefits:	Cost of living differential: minimum of $8,500 per year. Food allowance: minimum of $3 707 per year. Annual leave trips: maximum of 3 per person annually; Group benefits including Simplified Pension Plan; Vacation: 20 days. Statutory holidays: 20 days including 10 at Christmas.

Please submit your resume by **5 p.m. on May 1, 2023** to:

Human Resources
Kativik Regional Government
P.O. Box 9
Kuujjuaq QC J0M 1C0
Fax: 819-964-2975
E-mail: humanresources@krg.ca

The KRG is an equal opportunity employer. In accordance with this and with the James Bay and Northern Québec Agreement*, conditions may vary to promote the employment of Inuit candidates.*

Only candidates selected for an interview will be contacted.