

## JOIN OUR CREW

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<b>Position:</b>	Bilingual Accounts Receivable Coordinator
<b>Status:</b>	Full Time
<b>Department:</b>	Finance
<b>Reports to:</b>	Senior Manager, Accounting
<b>Location:</b>	Mississauga, ON

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### **The Opportunity**

You will be responsible for responding to French and English Accounts Receivable inquiries in a timely and professional manner. Handle pre/post call follow-up to ensure that requests are fulfilled.

### **How You Will Be Spending Your Time**

#### ***Respond and resolve accounts receivable inquiries using various systems for TravelBrands Inc.***

- Reply to direct booking and travel agent inquiries in a professional and courteous manner to ensure passenger/agent has a full understanding of booking terms and conditions.
- Respond to inquiries regarding customer invoices and statements and provide documentation to support and explain the invoice/statements.
- Communicate complex ideas in a manner that can be easily understood by travel agents and direct bookers.
- Clarify details including commission levels, insurance rates, fares and taxes.
- Investigate problematic credit card charges, cash and/or cheque payments – refund credit cards, stop payments, transfer payments or request refunds/commissions.
- Provide the agents with cheque backup for their electronic funds transfer.
- Assist insurance companies in settling claims by providing payment and refund information from client files.
- Advise agents of cancellation policy and explain penalty fees.
- Liaise with Sales/Customer Service departments to resolve travel agents/direct booker issues.

#### ***Monitor assigned accounts receivable report and execute appropriate procedures in order to secure payment for client files.***

- Generate pre-departure collection report
- Collect payment utilizing the collection technique appropriate to the age of report.
- Investigate and follow up on pre-departure/post-departure payment discrepancies found on the report and put on commission hold if the agency proves to be problematic.
- Determine and implement the best course of action to rectify the problem, maximize revenues and maintain client relationships adhering to company policies/procedures.
- Exercise appropriate discretion to determine when to escalate difficult files.

***All other duties as assigned by management.***

### **The Skills, Experience and Requirements You Need to be Successful**

- High school education, experience in the travel industry an asset
- 1-3 years' experience in accounting or relevant work experience

- Fluently bilingual –Strong written and verbal communication skills in French and English
- Effective organizational skills with the ability to multi-task and prioritize under pressure
- Computer skills – experience with Word and Excel
- Analytical , detail oriented and strong problem solving skills

### **Crew Advantages**

- One paid day off for your birthday
- Summer hours
- Travel perks for you and your friends and family
- Several corporate benefits and discounts provided by our partners such as auto and home insurance and gym memberships
- Flexible medical and dental packages
- RRSP match program and access to a financial advisor at no cost to you
- Employee Assistance Program for you and your family members
- The opportunity to partake in charitable activities to support the SickKids foundation and other local initiatives
- Fun Force – Social Committee activities including Food Truck festivals, Holiday Market, themed days, contests and more organized employee events
- Close access to the subway system (for the Montreal office)
- Variety of lunch/coffee spots short walking and driving distance

### **Who We Are**

Red Label Vacations Inc., a division of the H.I.S. Group, is one of Canada’s largest travel companies. Incorporated in 2004, Red Label Vacations owns and operates multiple wholesale and retail travel brands. The retail division; including redtag.ca, itravel2000.com, Sunquest, The Travel Experts, Flights.ca and Cruises.ca; offers diverse products to travelers including destination packages, flights and hotels worldwide, excursions and more. The wholesale travel business, TravelBrands, provides a full range of travel products including air, hotel, car rental, cruise and specialty to travel agents and retail agencies throughout Canada. Red Label Vacations is a comprehensive one-stop shop for agents and travelers alike.

### **Are You Ready to Be a Part of Our Driving FORCE**

Those interested in applying for this role are invited to submit their resume and cover letter to [careers@redlabelvacations.com](mailto:careers@redlabelvacations.com) . You will be contacted if you are selected for an interview.

Red Label Vacations values diversity in the workplace and is committed to employment equity. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Red Label Vacations will provide accommodation, accessible formats and communication supports for the interview upon request. Should you require any accommodation during the recruitment process or otherwise, please notify us of this via [careers@redlabelvacations.com](mailto:careers@redlabelvacations.com) and we will work with you to meet your accessibility needs.

