

Andrea Rempel

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Skills and Accomplishments:

- Have 20 years of customer service experience to work on public relations skills
- Graduated from Red River College with a Tourism Management Diploma
- Have over 5 years of retail experience to work on sales skills
- Have strong verbal communication and presentation skills
- Am able to work independently as well as in a team setting
- Have excellent time management skills
- Have organizational, planning, developing and evaluation skills
- Have experience with creating advertisements and brochures
- Have experience in budget and financial management

Education and Training:

Red River College, Tourism Management Diploma (Honours)

September 2003 – December 2005

- Courses included: Interpretation and Tour Guiding, Ecotourism, Communications, Entrepreneurship, and Microsoft Office Applications
- Graduated 2005 with a GPA of 3.81

Training Courses:

- The Art & Craft of Policy Writing, 2014
- Presidio Excel Level 4 Course, 2011

Professional Experience:

Reception/Administrative Assistant, The Great Canadian Travel Group

Winnipeg, March 2017 – present

- Answer switchboard for both Great Canadian and Continental Travel
- Answer general inquiries, forward inquiries to appropriate consultant
- Manage general email inbox, forward inquiries to appropriate consultant
- Aid consultants with travel itineraries, creating professional booklets for clients
- Write, edit and publish travel blogs on website
- Build new tours on website, update current tours
- Manage social media platforms including, but not limited to Facebook and Instagram, daily
- Create bi-weekly newsletter template, create a campaign and sending it out in MailChimp
- Assist consultants with various promotional products such as flatsheets and flyers

**Special Programs Coordinator, Conservation and Water Stewardship
Winnipeg, December 2010 – August 2016**

- Coordinated and administered the second largest camping program within Recreation Programming, the annual province-wide Seasonal Camping Program, and administered the Permanent Trailer Village Program
- Managed the flow of program information to customers, field offices, branches, and public information officers
- Coordinated the Commercial Concessionaire Program, the Campground Host Program with field staff and public
- Managed seasonal camping budget when requesting various goods and services required to successfully carry out the seasonal camping program
- Administered and managed seasonal camping site selection contract with the Winnipeg Convention Centre
- Received and entered all seasonal camping applications
- Organized aid for seasonal site selection draws
- Collaborated with districts to ensure successful camping season
- Responded to customer enquiries, comments and complaints via phone, email and written letters
- Compiled and entered annual parks statistics
- Authored Annual Statistics Report for Parks Head Office
- Aided the Parks Reservation Service with various tasks when required
- Used Microsoft Office on a daily basis: Outlook, Word, Excel
- Updated government policies and directives

**Acting Head of Interpretation, Conservation and Water Stewardship
Winnipeg, May 2012 – June 2012**

- Provided program assistance to provincial park interpreters
- Managed provincial interpretive budget
- Requested quotes for various promotional items
- Requested service orders from Communications department
- Worked with Communications to update and order park publications, trailhead signage, onsite trail signs and children's activity booklets
- Communicated with French Language Services to translate various publications
- Communicated with the public in relation to interpretive programming throughout Manitoba
- Approved publications to be sent out by the park interpreters

**Senior Park Interpreter, Conservation and Water Stewardship
Birds Hill Provincial Park, March 2010 – December 2010**

- Supervised four interpretive employees
- Administrated and coordinated all Special Event Permits issued within the park.
- Maintained contact with special event organizers, tracked events in Excel, provided information on conducting Special Events in a Provincial Park and prepared remittances and deposits
- Managed the Volunteer Campground Host Program within the park including the selection and recruitment of new Volunteer Campground Hosts
- Trained interpretive staff and Volunteer Campground Hosts in Birds Hill Provincial Park
- Provided written and verbal responses to public inquiries and complaints

- Developed and implemented a new public education initiatives at Captain Kennedy House
- Researched, developed, managed, evaluated and assessed interpretive programming based on park management issues
- Created publications for park visitors such as a local flora and fauna guide
- Evaluated hiking trails within the park and develop trail reports
- Calculated and compiled monthly stats
- Prepared weekly reports, monthly summaries, operational plans and final reports
- Prepared and distributed public service announcements for various interpretive special events held in the park
- Edited publications as required such as the Birds Hill campground map
- Recruited Green Team Interpreters and Green Team Maintenance
- Ordered park publications
- Used Microsoft Office on a daily basis including Outlook, Microsoft Word, Excel, PowerPoint, Publisher, Adobe Acrobat Pro (to protect documents or provide print ready versions for publication) and Internet Explorer

References:

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The Great Canadian Travel Group
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