



**Campbell River Whale Watching and Adventure Tours**

Toll Free: 1-877-909-2667

Local: 1-250-287-2667

info@campbellriverwhalewatching.com

www.campbellriverwhalewatching.com

## Front Office Supervisor Job Description

### Summary of Position

Our Front Office Supervisor will work directly with the company owners to oversee the day-to-day operations of our front desk team. This position will assist our administrative team in selling tours through daily goals, helping guests and guides as trips head off the dock, and ensuring that all day to day operations run smoothly.

### Job Type

Full Time, Permanent

### General Duties Include but are not Limited to

- Oversee a team and manage day to day operations
- Manage and oversee bookings and reservations system
- Ensure the cleanliness of office is being maintained
- Oversee retail inventory
- Work along side front office team and perform all Guest Service functions
- Assist with social media, manage where needed
- Continue to build and foster our partner network

### Job Requirements / Qualifications

- Previous customer service experience, preferably in a tourism setting
- Previous administrative and supervisory experience
- Sales driven
- Self motivated with the ability to anticipate and troubleshoot problems
- Available to work in excess of 40 hours per week during operating season
- Available evenings and weekends
- Reliable transportation
- Strong interpersonal skills
- Strong communication skills
- A commitment to our sustainability policies
- A love for the outdoors and marine world!