



## **Campbell River Whale Watching and Adventure Tours Ltd.**

1561 Galerno Rd. Campbell River BC, V9W 5N6

PH: 250-287-2667

### Guest Service Job Description

#### **Summary of Position**

As a member of the Guest Service team with Campbell River Whale Watching and Adventure tours you are one of the primary contacts for our guests. This position requires someone who can engage with our guests, with enthusiasm, while ensuring the smooth operations of our multiple departures per day.

**Job Type:** Seasonal, Part time and full time positions available, from mid May – mid October

#### **General Duties Include but are not limited to:**

- Opening or closing the office
- Communicating and following up with guests through email, phone and in person
- Checking in guests for our various departures throughout the day
- Taking bookings and tracking sales
- Communicating with industry partners to help fill seats
- Maintaining and restocking gift shop inventory
- Preparing coffee and necessary supplies for trips
- General cleaning of office, bathroom, and gift shop
- Updating sightings boards
- Supporting marketing through social media and blogs
- General administrative tasks

#### **Required Qualifications**

- Proficient in English
- Organization skills
- Comfortable working independently
- Strong interpersonal skills
- A love for the outdoors!