



## Campbell River Whale Watching and Adventure Tours

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www.campbellriverwhalewatching.com

### 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, mid May – mid October

**Compensation:** \$19.00 - \$22.00 per hour

#### Required Qualifications

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

#### Principle Duties:

- 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

#### About Campbell River Whale Watching

- We are Campbell River's largest and busiest whale watching organization, offering a variety of tours aboard a variety of vessels
- We have won multiple awards related to Sustainability and Eco-Tourism
- We are a tight-knit team who love our jobs and the opportunities that they present
- We are always looking for the opportunity to promote from within and support employees within their respective careers
- We are an equal opportunity and inclusive employer and we value diversity. We work hard to create a culture that does not discriminate on the basis of race, colour, religion, sexual orientation, age, national origin, marital status or disability status