

The Squamish Rafting Company is a family-owned local business operating year-round with exciting whitewater rafting trips in the spring & summer months and extraordinary Eagle Viewing Floats in the fall & winter months. We are comprised of a passionate team of entrepreneurs, including some of the most experienced raft guides in the Sea to Sky Corridor. We deliver all of our products with the highest of standards in safety and are dedicated to providing our guests with an unforgettable outdoor experience. We've had an amazingly successful winter 2017/2018 season so far and hope to continue exceeding guest expectations by adding another vibrant and experienced GUEST SERVICE SPECIALIST to our team.

Who we're looking for:

- A positive attitude, someone willing to go above and beyond to ensure guests have the best experience possible while out on tour
- An individual with experience in the adventure tourism industry, sales and marketing
- Strong computer skills; confidence with point of sale & reservation systems
- Thorough knowledge of Squamish and the surrounding Sea to Sky Corridor
- Ability to communicate clearly and professionally to guests and colleagues alike by phone, email and in person
- A self-starter who shows initiative; eager to jump into new tasks and contribute to a growing and dynamic office environment
- Excellent organizational and time management skills, paying close attention to detail to ensure each tour is set up to run successfully

What you'll be doing:

- Facilitating all aspects of the guest experience - answering inquiries, giving directions, completing reservations, making recommendations, taking payments, selling retail
- Cash handling: including cash-in & cash-out procedures
- Maintaining thorough knowledge of all job-related aspects - products, policies, and procedures
- Creating and upholding good working relationships with co-workers, guests, resellers and tour operators
- Assisting with some social media, sales and marketing initiatives
- Uploading to and maintaining a photo database for guests, including some photo editing where needed

Details:

- Hourly wage based on experience
- Up to 40 hrs a week (Wednesday through Sunday)
- Start Date: January 29, 2017

Please email your resume and cover letter to the attention of the Office Manager.

Squamish Rafting Company
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www.squamish-rafting.com