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## **WHO WE ARE**

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 Wilderness & 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.

## **WHO WE'RE LOOKING FOR**

We hope to continue exceeding guest expectations by adding experienced **Guest Service Specialist** to our team for the **2019 Summer Season**.

- 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**

**Compensation:** Hourly wages based on experience

**Seasonal Full Time:** Up to 40 hours per week

**Dates:** April 1 to September 30, 2019

## **HOW TO APPLY**

Please email your resume and cover letter to the attention of the Office Manager at [info@squamish-rafting.com](mailto:info@squamish-rafting.com)

**WWW.SQUAMISH-RAFTING.COM**