



## Canadian Outback Rafting Company EMPLOYMENT OPPORTUNITY

### *Reservations Coordinator (Squamish, BC)*

We are looking for a Reservations Coordinator to join our positive, outgoing, and friendly Outback Team. Our community of guides, office staff, drivers, kayakers, and management team are dedicated, hardworking, and passionate individuals who strive to provide the best experience to each and every guest. The Outback team has fun at work and outside of work! Our seasonal rafting crew enjoys after work BBQ's, Volleyball and Frolf nights, and participating in other outdoor recreational activities (Bungee jumping, flight-seeing, ziplining). Those we employ all share the same sense of welcomeness and eagerness to share their passions and make new friends.

Canadian Outback Rafting Company (Squamish, BC) has been operating since 1992. Our objective is to make adventure more accessible to those wishing to explore the Sea to Sky Corridor.

Our mission is to provide fun, unique, outdoor experiences for those of all levels of comfort, skill, and ability. We believe that the desire for adventure can be tapped with just one incredible experience.

Our Rafting Reservations department provides thousands of customers from all over the world with memorable experiences that they want to enjoy time and time again. Our Reservations Coordinators are true adventure experts. Their knowledge and experience helps guide customers through the booking process over the phone, online and via email. They are able to answer any question about our tours and liaise with our operations team to ensure that every customer is looked after from the moment they first contact us to the day of their adventure.

#### **Responsibilities & Duties:**

- Inbound and outbound sales over the phone, online, via email and in person
- Providing outstanding customer service and dealing with all customer queries
- Booking adventures, taking payments and corresponding with customers
- Managing and visiting reseller relationships and building contacts
- Developing positive relationships with customers and manage feedback effectively
- Helping to support marketing and promotions to drive sales throughout the season
- Greeting clients and assisting with waivers, communicating changes to client numbers to the operational team in a timely manner
- Prepping audio video equipment for the return of the trip
- Handling and editing photo and video material for sales and promotion
- Assisting with online and social media marketing efforts
- Assisting with scheduling and logistics as bookings are received
- Understanding and assisting in emergency protocols

**Qualifications:**

- Excellent written and oral communication skills
- Outstanding sales and customer service skills
- Outgoing, confident fun personality with strong people skills
- Excellent time management, planning and organizational skills
- Ability to multi task and maintain a strong attention to detail
- Ability to work in a fast paced, high pressured environment
- Patient, understanding and able to deal with customer concerns
- Fully computer literate with knowledge of MS Word and Excel
- Knowledge of social media is considered an asset
- Knowledge of video editing is considered an asset

**Work Schedule:**

Our reservations office is open from 7:30 am to 5:00 pm, Monday to Sunday, with extended hours until 8:00 pm in peak season. Training will begin early April (flexible) and candidates must be able to work evenings and weekends. Hours will vary month to month (part time hours offered in April, May, and September / full time hours offered during June, July, and August).

**Compensation:** \$20-\$22 depending on experience.

**Reports to:** Sales & Marketing Manager

**Contract from:** April – September 25, 2022 (flexible)

**Available Positions:** 3

**To Apply:**

Email a cover letter, resume and professional references to Graham Young at [gyoung@canadianoutbackrafting.com](mailto:gyoung@canadianoutbackrafting.com) or apply online [via online job application form](#).

Thank you for your interest in working with us. Note that due to the volume of applications we receive, only successful candidates will be contacted.