

## CUSTOMER SERVICE – NORTH ISLAND KAYAK

North Island Kayak delivers world class guided kayaking tours of Johnstone Strait & the Broughton Archipelago, from Telegraph Cove on northern Vancouver Island, to thousands of guests each summer between the months of May and September. Our goal is to provide guests with a spectacular wilderness vacation experience, while ensuring the safety of all and minimizing any negative environmental effects of our presence. Maximum staffing levels are reached in the months of July & August when our team reaches approximately 35 people.

Our store front location in Telegraph Cove is the “hub” of our organization, where all guests gather to meet for either day or multi-day trips. It is a fast-paced environment with an opportunity to meet people from all over the world. Working out of here, our Customer Service team interacts with the customers on behalf of our organization and will typically be the customer’s first point of contact with us. They will exhibit strong communication, organizational and motivational skills while remaining passionate about the product, our delivery of it and the team that makes it happen. Requires a cheerful, people-person.

### **Primary Responsibilities**

The duties of Customer Service Representative are as follows but not limited to:

- Meet, greet and direct customers upon arrival and return for tours
- Process Day trips via phone and/or face to face.
- Monitors & maintains Day Tour inventories
- Track Day Trip Inventory and close at end of the day
- Responsible for opening and closing cash register
- Sell retail products, parking & boat launch
- VHF monitoring for guides out on the water
- Deal with guest luggage and valuables.
- Ensures departure and return paperwork is complete and submitted.
- Maintain general cleanliness and organization in and around store

### **Secondary responsibilities**

- Ensure all emails and voicemails are addressed or delegated.
- Answer phone
- Back up to admin/kitchen staff
- Other duties as assigned

### **Qualifications**

- Patience – you will be dealing with customers on vacation. For many English is not their first language.
- Must be pleasant and cheerful.
- Attentiveness – ability to listen, as our customers have many questions.
- Clear communication skills.
- Knowledge of our product (training provided).
- Strong organizational skills with the ability to prioritize.
- General computer skills – ability to learn new software programs.

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- Ability to work as a team member and support each other.
- Previous customer service experience is an asset.

### **Period of Employment and Compensation**

Our Customer Service team need to be available full time in Telegraph Cove between June & September. Weekend & evening work will be required. Pay depending on experience and qualifications.

### **Accommodation**

As accommodation in Telegraph Cove is expensive and can be a challenge to find, North Island Kayak offers affordable, dry camping spaces. Some basic, off-the-grid, unfurnished cabins may also be available. Small trailers or tents welcome. Rooms available in small rudimentary house for office staff.

The Telegraph Cove Resort Campground offers full or partial service sites. Port McNeill, a 30-minute drive from Telegraph Cove, offers apartments and rooms for rent.

### **Employee Benefits**

- An opportunity to work for an industry leading organization in a beautiful area with spectacular wildlife.
- Great opportunity for long term career advancement & development
- A great work environment with very competitive pay rates.
- Access to Pro-deal purchases from leading outdoor suppliers
- Discounted opportunities to partake of other Telegraph Cove activities and attractions.

### **Application Requirements**

To apply please review the following requirements and send us an email [hr@kayakbc.ca](mailto:hr@kayakbc.ca) . Please clearly identify the position applied for and include the following information.

- A current resume & cover letter detailing why you are interested in and qualified for the position.
- Contact details for at least two work references. If you are at college or university, provide one faculty reference.
- Expected salary & availability dates.
- A current Photo.

### **About Telegraph Cove.**

Telegraph Cove is a tiny village on the north east side of Vancouver Island. Its remoteness, abundance of wildlife, fishing, whale watching (specializing in Orca& Humpbacks) and kayaking opportunities bring thousands of tourists in the summer months. The largest nearby town is Port McNeill about half an hour's drive away.