

North Island Kayak

Guest Experience Agents

North Island Kayak delivers world class guided kayaking tours to thousands of guests each summer between the months of May and September. Situated in Telegraph Cove on North Vancouver Island, our eco-friendly tours take place in the Johnstone Strait and the Broughton Archipelago. 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 and August when our team reaches approximately 35 people.

Our store front location in Telegraph Cove is the “hub” of our organization, where all guests for North Island Kayak and Prince of Whales gather to meet for their tours. It is a fast-paced environment with an opportunity to meet people from all over the world. Working out of here, our Guest Experience 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 person who enjoys working with people.

Primary Responsibilities

The duties of Guest Experience Agent 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 and english is not always a 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 (training provided).
- 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 members need to be available full time in Telegraph Cove between June and September. Weekend and evening work will be required. Wage is dependent on experience and qualifications.

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 and development.
- A great work environment with very competitive pay rates.
- Access to accommodation.
- Team based skill development and access to additional subsidized training opportunities.
- 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 . Please clearly identify the position applied for and include the following information.

- A current resume and 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.

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.