

North Island Kayak

Office Coordinator

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.

The Office Coordinator is an important role within the organization. They will exhibit strong computer, organizational and communication skills with attention to detail and the ability to supervise others and their own time.

Reporting to the Operations Manager, this position works closely with the Operations team and supervises the Guest Experience Agents to help ensure the smooth running of the North Island Kayak and Prince of Whales office and store in Telegraph Cove. They are responsible for daily guest check-ins, the local cash and credit environment, staff timesheets and retail development. Additional duties include setting and maintaining office standards, training and guest correspondence via phone and email.

Primary Responsibilities

- Supervision of the Guest Experience Agents tasks and responsibilities.
- Store scheduling and attendance to achieve expected workload and activity.
- Compiling monthly timesheet reports for payroll.
- Tracking and distributing electronic Guide Tips.
- The day to day financial environment of the NIK and POW store, including reconciling daily transactions, petty cash, credit card use etc.
- Ordering retail, and monitoring inventory and prices in our sales system
- Ensures expenses and spending are authorized and appropriate. Invoices & receives payments for our commercial account customers.
- Ensures usage logs of company vehicles, facility, tools, equipment, etc. are maintained.
- Ordering office and/or maintenance supplies.
- Other duties as assigned.

Secondary Responsibilities

- Addressing phones and emails in a timely and accurate manner.
- Backup for Reservations Supervisor.
- Backup for Kitchen and Hive Coordinator.
- Assists with the company's social media pages.

Qualifications

- Successful completion of two years of post-secondary school or an acceptable combination of education, training and experience.
- Ability to organize a team, self motivate, take initiative and deliver to deadlines while operating in a dynamic work environment.
- Excellent verbal and written communication skills.
- Skilled with computers and word processing; experience with Google Workspace, Checkfront, ScheduleIt and Zau considered an asset.
- Familiar with social media platforms (i.e. Facebook, Instagram, TripAdvisor)
- Prior administrative skills; prior supervisory skills are an asset.
- Proficiency in English, other languages especially French & German are an asset.
- Valid driver license.

Period of Employment and Compensation

Our Office Coordinator will need to be available full time in Telegraph Cove between June and September. Weekend and evening work will be required. Very competitive wage, depending 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 and 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.