

# North Island Kayak

## Reservations Supervisor

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 Reservations Supervisor is an important administrative role within the organization. They will exhibit computer, organizational and communication skills with strong attention to detail. Reporting to the Office Coordinator, the candidate will work closely with the Customer Service Representatives and Operations team to help ensure the smooth running of the NIK office and store in Telegraph Cove.

This position is mostly computer oriented with some face to face guest interactions required.

### **Primary Responsibilities**

- Answering phones and emails
- Managing reservations and inquiries
- Marketing and advertising of our specials and tours
- Ensures completeness of multi-day tour file folders
- Ensures usage logs of company vehicles, facility, tools, equipment, etc. are maintained
- Tracking and recording Trip Advisor ratings
- Monitors social media profiles – FB, Instagram, Trip Advisor, etc
- Maintains, distributes and posts the sightings log
- Maintains internal communication documents (training manuals, policies, memos, etc.)
- Continuously monitors accuracy of tour availability and tour file information across multiple computer software programs
- Monitoring and filing of guest information forms
- Other duties as assigned

### **Secondary Responsibilities**

- Backup for Kitchen and Hive Coordinator.
- Backup to Guest Experience Agents.

## 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.
- Organized with attention to detail.
- 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 work with reservations an asset.
- Proficiency in English, other languages especially French & German are an asset.

## Period of Employment and Compensation

Our Reservations Supervisor will need to be available full time in Telegraph Cove between June and September. Weekend and evening work may 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](mailto: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.