



PO Box 146, Lund, BC, V0N 2G0
Phone/Fax: (604)483.7900
info@terraentricadventures.com
www.terraentricadventures.com

Job Title: Sunlund RV Park & Cabins Guest Services Lead

Reports to: Operations Manager

Supervises:

Date: 2022

Terracentric Coastal Adventures delivers world class Tours to thousands of clients each year between April – October. Located in beautiful Lund, BC Terracentric specializes in offering small group/private guided adventure tours that connect our guests to the awe-inspiring natural environment of British Columbia's west coast as well as manages Sunlund RV Park & Cabins. By boat, kayak and on foot (hiking) our local highly experienced guides share the stories of the region, allowing our guests to discover, witness, and learn about this place we call home.

We are looking for team members who are passionate about outdoor recreation & tourism that can demonstrate a high standard of customer-focused service, satisfaction, and safety through our spectacular wilderness experiences.

Overall Purpose of the Job

Reporting to the Operations Manager this position is an integral role in the operations of Sunlund RV Park & Cabins. This position will provide high quality customer service and sales providing an exceptional stay to short terms and longer-term guests.

Primary Responsibilities

- Provide high quality, customer focused service
- Greet & check-in / check-out guests
- Cashing handling & reconciliation of retail sales
- Ensure reservation paperwork is completed and filed appropriately
- Ensure all walk-ins, phone & email inquiries get complete information about all products offered in the location
- Ensure phones are answered, reservations taken by phone or online & new bookings distributed to scheduling accurately and without error
- Ensure risk management & safety for all guests
- Provide local information to guests
- Sell retail

Secondary Responsibilities

- Assist with overseeing office systems, ongoing sales & marketing
- Light housekeeping / laundry as needed
- Maintain cleanliness of RV sites and grounds
- Light maintenance, including waste and recycling management, gardens & grounds
- Assist with other office responsibilities and light maintenance as needed.

Key Results Areas

- Customer Satisfaction
- Office Systems
- Sales, Marketing and Repeat Business
- Safety & Risk Management
- Light Housekeeping & Maintenance
- Staff Engagement

Qualities and Skills

- Strong commitment to providing quality, customer-focused service
- Experience in hospitality, customer service, and tourism industries
- Experience in a supervisory or team leader role
- Excellent communication skills, including written and oral through email, in person, and over the phone
- Excellent computer skills, including knowledge of Microsoft Office; Windows 10, & social media platforms; able to fully utilize spreadsheets and databases for recording retail, customer and financial information
- Strong organizational skills with the ability to prioritize & multitask
- Familiar with the Lund area, its amenities and service providers
- Ability to reconcile daily cash outs of both electronic and cash transactions
- Conflict resolution skills
- Initiative taker with the ability to work as independently or as a team member
- Foreign language skills (especially Dutch & German & Mandarin/Cantonese) an asset
- Understanding of cultural diversity (ex. Indigenous & other cultures)

Qualifications

- Driver's License with reliable vehicle
- Basic First Aid with CPR C – 16 hr
- Post-secondary Education in Hospitality, Outdoor Recreation or Tourism is preferred.

Employee Benefits – Value Added

- An opportunity to work for a leader in the industry in a beautiful area with spectacular wildlife
- Financial Rewards –bonuses
- Team based continual training with opportunities for subsidized professional certifications & growth
- Flexible Work Schedule
- FREE meals on multi-day tours
- First right of Refusal for second-hand equipment sales
- Discounts with retailers for gear
- Free equipment usage for employees & Employee Discounts on services
- Great Company Culture
- Family Business
- FUN!

Period of Employment & Compensation

April 1 to October 1 plus year-round part-time opportunities.

Very competitive salary depending on experience and qualifications.

Preference is given to those who can commit to a minimum of 2 seasons of employment who are looking for a longer-term job with an understanding of seasonality.

Application Requirements

To apply, please review the following requirements and send us an email to

christine@terracentricadventures.com. Please clearly identify the position applied for and include the following information:

- A current resume & cover letter detailing why you are interested in & qualified for the position.
- Contact details for at least two work references. If you are at college or university, provide one faculty reference.
- Summary of relevant certifications, achievement dates and renewal dates
- Expected hourly rate & availability dates.