

Job Title: TCA Office Assistant
Reports to: TCA Office Manager and 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 TCA Office Manager this position is an integral role in the operations of TCA Office. This position will provide high quality customer service and sales providing an exceptional experience for visitors to Lund.

Primary Responsibilities

- Provide high quality, customer focused service.
- To greet & prepare clients for their tours from paperwork to footwear.
- Ensure tour departure paperwork is completed and filed appropriately.
- Ensure all walk-ins, phone & email inquiries get answered and are provided with complete information about all products offered in the location.
- Ensure phones are answered, reservations taken, online & new bookings distributed to scheduling accurately and without error.
- Advise on and sell retail items.
- Ensure risk management & safety for all guests.
- VHF monitoring for guides out on the water.
- Ensure that pre & post trip client and company paperwork is completed.
- Communicate with Office Manager as well as Director of Operations.

Secondary Responsibilities

- Assist with overseeing office systems and ongoing sales & marketing
- Assist with other office responsibilities as needed.

Key Results Areas

- Customer Satisfaction
- Office Systems
- Sales, Marketing and Repeat Business

- Safety & Risk Management
- Assisting with Kayak Rentals (on rare occasions)
- Staff Interaction

Qualities and Skills

- Strong commitment to providing quality, customer-focused service
- Experience in hospitality, customer service, and tourism industries
- Excellent communication skills, including written and oral through email, in person, and over the phone
- Excellent computer skills, including knowledge of Microsoft Office; knowledge of MAC platform & 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
- Ability to reconcile cash outs of cash transactions
- Conflict resolution skills
- Foreign language skills (especially French, German & Dutch) an asset.
- Knowledge of & passion for the local area, our coastal ecosystem & local history.
- Understanding of cultural diversity (ex. Indigenous & other cultures)

Qualifications

- Driver's License
- Standard First Aid with CPR C – 16 hr.
- Restricted Radio Operators Certificate (VHF) an asset
- Post-secondary Education in Hospitality, Outdoor Recreation or Tourism is preferred.
- Kayaking or boating background an asset

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 Discount on services
- Great Company Culture
- Family Business
- FUN!

Period of Employment & Compensation

Approximately April to early October.

Very competitive salary depending on experience and qualifications.

Preference is given to those who can commit to a minimum of 2 seasons of employment.

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.