



## Callaghan Country Wilderness Adventures – Client Relations Specialist

### Job Details:

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**Title:** *Client Relations Specialist – Adventure Crafter*

**Reporting:** *Business Manager*

**Status:** *Full time, Seasonal Contract (Nov. – mid Apr.)*

**Location:** *Callaghan Country's Alexander Falls Touring Centre, [#1000 Callaghan Valley Rd. Whistler BC](#)*

### The Company

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Callaghan Country's Vision:

To make life better by building community and igniting the adventurous spirit that lives within us all.

We define “success” differently than most. Balancing our goals of (1) building an iconic brand and business (2) creating an extraordinary place and path for our employees and (3) leveraging our success to give back by helping to empower underprivileged children is paramount to Callaghan Country's success. We have a passion for community, sports and lifestyle, and a collective hunger when it comes to building a great company together.

Callaghan Country Wilderness Adventures is part of evo's family of business which includes hospitality and retail operations across North America and in Japan.

### Job Summary

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Your job is primarily one of guest service and satisfaction, with a healthy dose of administration and follow-through. From our Adventure Desk, you will be a key personality that engages both our potential customers and confirmed guests. It is your friendly, genuine, and caring attitude that turns inquiring people into customers, and furthermore your eye for detail, follow-through and product knowledge will turn our customers into “forever Callaghan Country fans”.

You are also the key personality that prepares guests for their adventure and keeps in contact with our guests after their stay. In short, you are the person who is responsible for ensuring that every detail of the guest's vacation is organized to the letter and that they leave with memories that will last a lifetime.

### What You'll Get To Do:

- warmly welcoming and registering guests upon their arrival at our staging area, coordinating overnight parking, presenting waivers, showing maps, offering weather information, taking photos and generally building the anticipation of the adventure that is about to begin.

- monitoring and action a variety of communication channels including phone, email inbox, property management system, and SMS Daily Operations Manifest
- Aligning customer expectations with their upcoming adventure experiences
- Utilizing our cloud-based property management and reservation system ([www.webrezpro.com](http://www.webrezpro.com)) you will be responsible for securing and organizing our hospitality services, then coordinating the necessary logistics with the greater team to deliver meaningful and memorable guest experiences on-site
- emailing pre-arrival updates, thank you letters, and following up with phone calls when possible
- diligently maintain our client database and work to increase our repeat and referral business
- support all administrative procedures involved in sales and reservations (sales pipelines, calendar updates, sales deposit forms, guest profiles, etc.) while effectively communicating program and guest information to all relevant team members as needed for conducting operations.

#### **What You'll Bring to the Team:**

- Must have own transportation (#1000 Callaghan Valley Rd. is not serviced by transit)
- Previous experience in reception, dispatch, office administration, and/or customer service an asset
- Excellent written and verbal communications skills
- Strong time management and administrative skills
- college diploma or university degree in business administration, tourism & hospitality, and/or ski area management may be an asset
- Previous experience in guest service, hospitality, and / or adventure tourism an asset
- Strong computer skills with experience using MS office computer applications (Word, Excel, Outlook) and contact management systems
- Familiarity with Webrezpro Property Management system an asset
- Demonstrated initiative in community and volunteer endeavors

#### **What's in it for you:**

- Hourly wage: \$20.00 - \$23.00 commensurate with experience
- Casual and dynamic work environment
- Opportunities to combine Volunteer hours/initiatives in the workplace
- Team ride days
- Access to the evo Extras Discounts & Perks program
- Charitable giving match
- Complimentary overnight stay at Journeyman Lodge
- Nordic Ski Area Season Pass
- And many, many more...

*Callaghan Country Wilderness Adventures is an equal opportunity employer. We believe the participation of individuals of diverse ages, races, religions, cultures, abilities, and personalities will add to personal development and organizational success. All employees and potential employees will be recruited, selected, trained, and promoted without regard to sex, sexual orientation, race, religion, marital or military status, age, national origin, color, the presence of any mental, physical, or sensory disability, genetic information, gender identity, political ideology, or any other basis prohibited by law.*