



CALLAGHAN COUNTRY

Routes of wilderness

JOB DESCRIPTION

Position: Adventure Sales Coordinator
Reports to: Marketing & Sales Manager
Status: Full-time, hourly

Job Summary:

Callaghan Country Wilderness Adventures is a winter adventure destination located in the Upper Callaghan Valley, minutes away from Whistler, BC. In the heart of Callaghan Country is the deluxe Callaghan Lodge – an intimate Inn that can host up to 16 people in 8 private rooms. While at the Lodge, guests can enjoy a variety of winter recreation activities including alpine ski and snowboard touring, Nordic skiing, snowshoeing, dog sledding and tobogganing. We are expanding our operation and we require an energetic guest service professional to join our team.

You are the FIRST person that greets our guests when they walk in, phone or email us with inquiries and reservations requests. As such, your role is one of the most important on the team. It is your friendly, genuine and caring attitude that turns inquiring people into customers for life. You are responsible for helping our guests coordinate every aspect of their Callaghan Adventure. You will help them arrange “book-end accommodation,” transportation to and from Vancouver (or Whistler), instruction, guiding, equipment, and any other elements of their vacation. You will also be responsible for taking deposits and payments, as well as mailing out trip confirmations and packing lists. You are also the person who warmly meets and greets the guests upon their arrival at our staging area, showing maps, offering weather information, presenting waivers, and generally building the anticipation of the adventure that is about to begin. You are also the person that keeps in contact with our guests after their stay. You will mail out thank you letters and surveys, and you will diligently maintain our client database and work to increase our repeat and referral business. 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.

As the company’s primary purveyor of information, you must be a clear communicator with an eye for detail. You must be knowledgeable about our programs and pricing, and you should also know a lot about Whistler and the surrounding area. You will be responsible for a variety of tasks, so it is important that you can multi-task efficiently. You must be an independent self-starter capable of getting the job done with little supervision. Above all, you must have a zest for life and a desire to be active and to learn and to share your experiences with others. It is this passion for living that we strive to deliver to each of our guests – if you can live it, so can they.

Job Responsibilities:

Guest Service / Reservations Coordination / Meet & Greet

- Genuine Care:
 - To strive to deliver the highest quality experience to each and every guest; to learn about each person & to look for ways to add value to each experience
 - To demonstrate high levels of energy and enthusiasm at all times
 - To take the time to listen and understand things from the guest’s point of view

- To interact with every guest in a friendly, professional, and caring manner, careful to treat each guest with the utmost respect and courtesy
- To be empathetic: recognizes the feelings of others and responds with sensitivity
- To make every aspect of the guest's experience interesting and alive
- Anticipatory Service:
 - To be proactive and make sure that you have all of the information, tools, equipment, and supplies that you need to do your job well.
 - To understand each individual's needs, wants, and preferences regarding their Callaghan adventure and then tailor a vacation to match these needs and preferences
 - To understand that each guest has different expectations and different ideas of what adventure is. Establish what these expectations and perceptions are, and communicate them to the rest of the team in order to exceed expectations
- Professionalism:
 - To promote and sell all of our packages & programs to any potential guests who inquire via email, fax, or telephone
 - To provide personal, friendly and efficient service that exceeds expectations.
 - To respond to each phone call within one hour and each fax or email inquiry within 5 hours (maximum acceptable delay is 25 hours)
 - To possess good written communication skills and keen attention to detail (careful to use proper grammar, spelling, and punctuation in all correspondence)
 - To ensure that you have the information necessary to do your job. Keep the reservations binder up to date. Be up to date with all of the pricing, policies and details of all packages and programs. Make sure that you are knowledgeable about all facets of the operation, Whistler, and our partners & suppliers so that you can provide detailed and personalized answers to guest's questions.
 - To be accurate with the information that you provide. If you don't know the answer, tell the guest that you don't know, and then take it upon yourself to find out the answer.
 - To ensure that you have the knowledge and skill necessary to do your job. Attend training courses, seek out training opportunities, and make sure that you are knowledgeable about all facets of the operation, Whistler, and our partners & suppliers.
 - To coordinate all aspects of each reservation (including group and corporate sales), including taking deposits and final payments, sending confirmation packages, coordinating ground transportation and Vancouver/Whistler accommodation, lodge access, guiding / instruction, equipment, special menu requests, etc.
 - To keep guests and other staff informed and engaged at all times
 - To follow up with each guest following their stay by sending a thank you letter and survey form, and to follow up again once the survey form has been received to sincerely thank them for their comments
- Accountability:
 - To take responsibility for following through and ensuring that all requests are met with a solution or an answer that exceeds expectations
 - To be responsible for daily cash-outs and deposits and to provide sales reports to the accountant after each booking
- Meet & Greet:
 - To meet guests at the staging area, present waivers, show maps, provide coffee and/or hot chocolate, weather information, assist with transport preparations, answer questions, and build excitement and anticipation for the trip
 - To give undivided attention to the unique tasks, needs or people at the lodge.
- Making it Right:
 - Seize opportunities to recover and enhance service.
 - Reach a win-win solution by listening, empathizing, seeking understanding, and fixing any concerns that come your way.
 - Genuinely thank staff or guests for bringing concerns to your attention.

Scheduling

- To coordinate the scheduling of ACMG guides, instructors, and Nordic ski and snowshoe hosts as needed
- To keep track of all company volunteers in a volunteer contact database
- To keep track of each volunteer's accumulated contra totals and their respective entitlements

Record-Keeping

- Guest Profile Forms:
 - Record all details of the reservation on the guest profile form and make sure that a copy of the profile form is sent to the Program Director, Ops Manager, and Lodge Host
 - Go over all details of the profile form with the team to make sure there are no questions or challenges
 - Work with the Lodge Host to get his copies of the profile forms back following the guest's stay so that the permanent profiles can be updated.
- Equipment rental
 - Complete all required rental equipment forms, including getting credit card #'s for deposits, and coordinate all details of the rental → including advising the lodge host of any rental requirements once at the lodge.
- Vollie contra tracking sheet
- Calendar updates
- Sales deposit form
- Sales Commissions tracking sheet
- Sales Reports
- 5-15 forms:
 - Complete a 5-15 form each week and submit it to the Marketing Manager for her review.

Qualities:

- Passionate about delivering extraordinary guest service
- Team player, adventurous, cheerful, enthusiastic, confident, empathetic, intuitive, dependable and professional with a positive attitude
- Highly organized, with an eye for detail
- Excellent communication skills (verbal, non-verbal, and written)
- Self-starter and hard worker, keen to learn new skills and pitch in to keep the operation running smoothly
- Able to handle complex challenges and solve problems utilizing a win-win approach
- Able to work independently with little supervision

Qualifications:

- Previous experience in Guest Service, hospitality, adventure tourism, or related field
- Previous cash/credit card handling experience
- Excellent computer skills (PC) including strong knowledge of Outlook, MS Excel, MS Word, Contact management systems (ACT!, Maximizer, etc.), and fax software
- Previous experience with computerized sales and reservations systems an asset
- Previous sales experience or education an asset
- Minimum 30 words per minute typing skills
- Must have a friendly & professional telephone manner
- Must hold a valid BC Driver's License and must have a vehicle (the office is located in the Callaghan Valley)
- Must continually strive to reflect our core values: Team Work, Quality, Respect, Safety, Commitment, Integrity, & Fulfillment