



JOB DESCRIPTION

Position: Base Office Coordinator / Reservations Agent / Adventure Coordinator
Reports to: Base Office Supervisor
Status: Part-time, hourly

Callaghan Country Wilderness Adventures operates a 3,500 hectare Nordic ski area and backcountry lodge in the Upper Callaghan Valley near Whistler. Callaghan Country is a pristine wilderness area surrounded by snow-capped peaks and featuring towering old-growth forests, powder-filled meadows, incredible waterfalls, and frozen sub-alpine lakes.

This inspiring outdoor adventure playground is conveniently located just an hour and a half from Vancouver and only 20 minutes from Whistler, right beside Whistler Olympic Park – future site of the Nordic and ski jumping events for the 2010 Olympic and Paralympic Winter Games. Combined, the two ski areas offer over 90 kilometers of cross-country ski trails, as well as an extensive network of snowshoe paths, a biathlon range, ski jumping facilities as well as virtually unlimited options for backcountry Nordic and alpine ski touring.

Nestled into the heart of this spectacular setting is Callaghan Lodge – a well-appointed backcountry inn boasting friendly hospitality, great food and comfortable accommodation for up to 24 people, depending on the group's configuration. The lodge also features a commercial kitchen and a beautiful dining room that can seat up to 40 people making it an ideal venue for corporate retreats, family reunions, birthday parties, weddings, training camps and other intimate special events.

The Callaghan Country base is located approximately 8.5km up the Callaghan Valley access road from highway 99, right beside the Whistler Olympic Park. The base is open daily from 9am to 4pm and is the meeting place for all of our day and overnight package and lodge rental guests. It is also the site of our ticket office and XC ski and snowshoe rentals, and it also acts as a warming hut and features a (very) small food and beverage operation.

Job Summary:

Your job is primarily one of guest service, with a healthy dose of administration. It is one of the most important on the team because you are the **FIRST** person that greets our guests when they walk to the Callaghan Country base or when they call or email us with an inquiry. It is your friendly, genuine and caring attitude that turns inquiring people into customers for life.

In these guest service roles, 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.

Base Coordinator:

Responsibilities:

- All duties relating to operation of the base office:
 - o Daily weather and trail updates (both on the boards at the base, as well as on the website, and by email to everyone on our “current conditions” email list each day),
 - o Meeting and greeting all guests and offering information about the company’s programs and services
 - o Sell trail tickets, season passes, vouchers, and rentals
 - o Accurate and timely processing all payments, updating administrative logs and performing daily cash-outs
 - o Present waivers as required
 - o Liaising with overnight guests who are arriving and departing, careful to ensure that they have all of the necessary equipment and outerwear for their journey, and making note of their planned route and departure times
 - o Accountable for all cash and cash equivalents (vouchers, credit card slips, etc.)
 - o Ensure that any required building maintenance is taken care of in a timely fashion
 - o Ensure that office is well stocked at all times
 - o Ensure that the café is open and fully stocked as necessary with coffee, tea, hot chocolate, water, granola bars, etc.
 - o Take recycling out as required

Expectations / Best Practices:

- The current conditions page on the website is updated daily before 8:45 am.
- Cash-out balances every day.
- All administrative forms are completed in a timely and accurate manner.
- Office supplies (including ticket and voucher stock) are checked regularly; the Base Office Supervisor is notified immediately when supplies are running low (NOT when they’ve run out).

Reservations Agent / Adventure Coordinator:

Responsibilities:

- Provide timely and accurate sales information, itineraries and prices to all telephone, email and walk-in inquiries that take place on your work days
 - o Use active listening and reading skills to understand each individual request
 - o Use personal selling techniques to promote and sell packages and programs
 - o While templates are used as a guideline for replies, responses must be tailored to each individual inquiry, careful to answer all questions posed and to provide the best information possible for each particular prospective guest
- Counsel clients on all the particulars of their reservation, including payment and cancellation policies, terms and conditions, equipment required, what to pack, weather, waiver policies, etc.
- Enter all inquiries into BatchBook, careful to provide complete information
- Prepare Trip Confirmation and Invoice for each reservation, update Batchbook records and send out confirmation packages
- Process deposits and payments

- Send out client receipt on deposit and final payment
- Contact each client 1-week prior to trip date to create excitement, answer any last minute questions and ensure that all trip details are organized
- Coordinate all details of the trip including hiring sub-contractors (guides, snowmobiles, dog sled teams, etc.), arranging equipment, menus, ground transfers, “book-end accommodation”, etc.
- Develop open, positive relationships with all company and sub-contractor operations staff in order to ensure that each client receives a high quality experience
- Provide timely details of all booked trips to the operations team and keep them updated as to any changes.
- Perform all administrative duties related to each inquiry and subsequent reservation (Batchbook records, sales deposit updates, calendar updates, profile forms, etc.)
- Keep electronic and base office calendar up to date, careful to add trip details utilizing the proper formatting
- Follow up each trip with the Lodge Hosts to learn how the trip went, and to see if there are any additional notes that should be added to the client’s file
- Follow up each trip with a thank you letter and survey form, and follow up again once the survey form has been received to sincerely thank them for their comments
 - o Positive feedback should be distributed to the team
 - o Negative feedback should be sent immediately to Brad, and subsequent follow up to the guest for service-recovery
- Diligently maintain our customer database and work to generate increased repeat and referral business

Expectations / Best Practices:

- Emails must be responded to on the day they were received (unless received after 4pm)
- Telephone calls must be answered by the third ring, and messages must be responded to within 1 hour (during operating hours)
- Responses to each inquiry must provide accurate pricing and information and be free from errors, spelling mistakes, typos, etc.
- All inquiries must be entered into BatchBook on the day they were received, careful to insure that records are tagged appropriately
- Trip Confirmation & Invoice must be sent out on the day the booking is received.
- A “Payment Authorization” form must be signed by each client and faxed / emailed back. It is the responsibility of the reservations agent to make sure that the proper paperwork is completed for each booking.
- Final payments must be taken 30 days prior to the trip.
- Receipts must be sent out on the day a payment is taken.
- Profile forms must be submitted to Operations / Lodge 1 week prior to a trip
- Sales deposit form and other administrative logs are updated in a careful and timely manner.

KNOWLEDGE, SKILLS & ABILITIES REQUIRED:

- Previous experience in sales, guest service, hospitality, and / or adventure tourism
- Previous experience with payment processing (cash & credit cards) is required
- Strong computer skills with experience using MS office computer applications (Word, Excel, Outlook) and contact management systems
- Courses in computers, languages, sales, customer service and communications are an asset

- Excellent verbal communication skills, telephone manner and etiquette are required
- Excellent written communication skills and email etiquette are required
 - o Accurate, prompt, friendly, thorough, personalized
- Passionate about delivering extraordinary customer service
 - o “Owning” any concerns that come your way
 - o Striving to deliver the highest quality experience to each guest
 - o Taking the time to learn about each person & to look for ways to add value to each experience
- Excellent interpersonal skills
 - o The ability to connect and engage with many different types of personalities
 - o Listening, clarifying, genuine caring, seeking understanding
 - o Empathetic - recognizing the feelings of others and responding with sensitivity
 - o All interactions with guests and staff are done in a friendly, professional, and caring manner, careful to treat each every person with respect and courtesy
 - o Keep guests and other staff members informed and up to date about all trip details; careful to alert everyone to changes and special requirements
- Strong attention to detail (accurate pricing and information at all times, proper grammar, spelling, punctuation in all correspondence)
- Highly organized with excellent time management skills; able to prioritize, focus and multi-task
- Self-starter / takes initiative / self-reliant
- Keen to learn new skills and pitch in to keep the operation running smoothly
- Positive, confident, friendly, energetic & enthusiastic
- Dependable
- Team Player
- Proactive; always sure to have all of the information, tools, equipment, and supplies that you need to do your job well.
- Able to handle complex challenges and solve problems with a win-win approach
- Able to work independently with little supervision
- Thorough knowledge of all Callaghan Country programs, products, services and prices
- Valid BC driver’s license and vehicle are required
- Active, outdoorsy, fun-loving with an interest in cross-country skiing, snowshoeing and or backcountry skiing.