



# CALLAGHAN COUNTRY

*Routes of wilderness*

## JOB DESCRIPTION

Position: Adventure Coordinator  
Reports to: Marketing & Sales Manager  
Status: Part 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 Backcountry 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, and snowmobiling. 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 phone, fax, or email us with inquiries and reservations requests, and 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, 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.

### Responsibilities:

- To continually 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 reflect at all times a caring, professional commitment to extraordinary guest service
- To respond to all telephone, fax, mail, and email inquiries about Callaghan Country Wilderness Adventures (and Callaghan Backcountry Lodge) and to provide accurate, detailed, and personalized information about all of our packages, programs, and events
- To promote and sell all of our packages & programs
- To coordinate all aspects of each reservation (including corporate bookings), including taking deposits and final payments, sending confirmation packages, coordinating ground transportation and Whistler or Vancouver accommodation, Lodge access, guiding or instruction, equipment, special menu requests, etc.
- To perform “meet & greet” duties for each group (meeting guests at staging area, presenting waivers, providing coffee and/or hot chocolate, weather information, assisting with transport preparations, etc.)
- To communicate with the General Manager, Lodge Host and Outside Operations Coordinator on a continuing basis to coordinate access, Lodge use, and special guest requirements
- To handle all inquiries and complaints in a patient, professional and competent manner, employing a win-win attitude at all times
- To maintain, update, and expand our customer database & assist with the coordination of all corporate communications to the guests
- To be up-to-date on all prices, programs, packages, events, policies, and details of Callaghan Country Wilderness Adventures
- To be responsible for daily cash-outs and deposits
- To assist with daily administrative duties as required

### 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

### Qualifications:

- Previous experience in Guest Service, hospitality, adventure tourism, or related field
- Previous cash/credit card handling experience
- Previous experience with MS Excel, MS Word, fax software, email systems
- 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
- Must continually strive to reflect our core values: Quality, Respect, Commitment, Integrity, & Fulfillment