



# CALLAGHAN COUNTRY

## *Routes of wilderness*

### Position Description

<b>Title:</b>	<i>Rental Shop/Retail Sales Associate</i>
<b>Status:</b>	<i>Full time, Seasonal (Early Nov – Mid April) 1 vacancy, Part-time, Seasonal (Mid Nov – Early April) 1 vacancy</i>
<b>Reporting to:</b>	<i>Operations Manager</i>
<b>Location:</b>	<i>Alexander Falls Base, Callaghan Valley, BC</i>

### Company Information

Callaghan Country Wilderness Adventures is a winter adventure centre located in the Upper Callaghan Valley. It is a 20 minute drive south of Whistler, BC (45 min. north of Squamish, BC). Part of the Ski Callaghan experience, our customers can enjoy a variety of winter recreation activities including alpine ski and snowboard touring, Nordic skiing, and snowshoeing...all self-propelled from our cozy staging facilities at the Alexander Falls Base Area. In the heart of Callaghan Country is the deluxe Journeyman Lodge – an intimate backcountry Inn that can host up to 22 people. Both our lodge and day guests represent a wide range of winter recreation enthusiasts: from never-ever beginners to highly skilled and savvy mountain adventurers. At Callaghan Country we embrace everyone who walks through our doors, always mindful of our intention to evoke the spirits of CHALLENGE, INSPIRATION, and ENRICHMENT in nature's beauty.

### Overview

Your job is primarily one of guest service and sales, with a healthy dose of administration. The ideal candidate will be able to maintain a positive attitude in a high paced environment. During slow times, you are expected to help out with administrative, sales, marketing, and operational duties. It is one of the most important jobs on the team because you are the FIRST person that greets our customers 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 happy customers.

You must be knowledgeable about our programs and pricing, and you should also know a lot about Whistler and the surrounding area. Priority will be given to those who are actively involved with some or all of the winter activities that are offered here.

You will be responsible for a variety of tasks, so it is important that you can multi-task efficiently. Your genuine interest in Nordic sport and the outdoors will give you the product knowledge required to relate to guests and close sales.

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

- Act as ambassador & liaison for company with customers, proactively building relationships
- Employ expert product knowledge and selling techniques to promote products, services, packages, etc.
- Operate computer POS system and all related procedures (ie. process payments, perform daily cash-outs)
- Maintain accurate sign-out/return of rental inventory (check returned rentals for damage)
- Find the proper boot fit for each customer to create positive Nordic experiences
- Recommend equipment sizes and ensure they are set correctly for skill level (ski/pole lengths)
- Update both outdoor and digital weather/trail conditions boards daily
- Respond to Emails and phone calls in a timely manner
- Maintain store inventory levels and assist in the development of purchase plans that co-ordinate successfully with fiscal sales projections
- Maintain cleanliness of Alexander Falls Base facilities, the shop, and proper storage of all equipment
- Ensure that any required building maintenance is taken care of (snow-shoveling)
- Merchandise products in a way that optimizes sales
- Account for all security issues involving cash, theft, liability and premises
- Communicate with the Adventure Sales Coordinator about upcoming reservations, to determine rental requirements
- Seek out opportunities to help others and share workloads
- Implement a visible waste and recycling program (take out recycling out as required)

## Position Requirements

- Must have own transportation
- Previous experience with payment processing (cash & credit cards) is required
- Must personally enjoy/have familiarity with Nordic Skiing, Snowshoeing, and Alpine Touring
- Overtime may be required during busy periods
- Must continually strive to reflect our core values: Team Play, Quality, Respect, Commitment, Integrity, & Fulfillment

## *Education/Experience*

- Previous experience in sales, 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
- Nordic Skiing, Snowshoeing, and Alpine Touring product knowledge are an asset
- Courses in computers, languages, sales, customer service and outdoor leadership are an asset
- First-aid certification an asset (minimum 40 hour course)
- Avalanche Skills Training an asset
- Level 1 Ski Operations certificate an asset

## *Attributes*

- Be punctual
- Demonstrate high levels of energy and enthusiasm at all times.
- Interact with every customer in a friendly, professional, and caring manner
- Be proactive and make sure that you have all of the information, tools, and skills needed
- Exhibit all the positive traits and passions of a healthy mountain lifestyle
- Reflect at all times a commitment to environmental sustainability

## Apply

- Please send your resume and cover letter to [crew@callaghancountry.com](mailto:crew@callaghancountry.com)
  - Feel free to contact us by telephone with any questions: **604-938-0616**
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