



Stubbs Island Charters Ltd.

P.O Box 2-2 #24 Boardwalk
Telegraph Cove, BC
reservations@stubbs-island.com
Canada V0N 3J0

Telephone: (250) 928 -3185

Fax: (250) 928 - 3102

E-mail:

www.stubbs-island.com

JOB POSTING - Customer Service / Reservation Agent

General Job Description: Stubbs Island Whale Watching seeks a highly motivated “ambassador of Stubbs Island Whale Watching” who is able to relay her/his enthusiasm of the quality of the whale watching tours to their guests while providing the highest level of customer service.

Company Background: Established in 1980 as the first whale watching company in British Columbia, Stubbs Island Whale Watching has set the standard for ethical whale watching. Under new ownership since 2011, the company’s goals remain to provide guests with an experience that is highly enjoyable, as well as having high educational and conservation value. The company prides itself that the guests have a first class experience from the moment of reservation throughout the check in procedure and of course the tour itself. The positive team atmosphere along with the drive of being as knowledgeable as possible on land or on the water often gets positively acknowledged by their valued customers. It is the consistency of professionalism that Stubbs Island Whale Watching takes great pride in and as a team they do everything to maintain this level that sets them apart from other tour operators.

Location: Telegraph Cove on Northern Vancouver Island, BC, Canada; a 4 hour drive from Nanaimo, ½ hour drive from Port McNeill. Group accommodation in Telegraph Cove is potentially available.

Successful candidates must be Canadian or have a Canadian work permit and will:

- Help customers with any questions that may arise during their whale watching trip planning phase
- Take reservations over the phone or onsite

- Enter new whale watching reservations and amendments to existing reservation into our reservation system Resmark
- Prepare and double check passenger lists
- Send out information and confirmation packages to our guests
- Reply to email inquiries professionally
- Assist our customers with gift shop sales
- Ensure that the Gift Shop is well stocked and presentable at all times
- Accept office and bathroom cleaning duties as being a mandatory part of the position
- Possess an outstanding work and teamwork ethic
- Ensure recycling and other environmental practices are carried out as existing company policy suggests
- Be flexible, recognizing the need for work schedule amendments
- Be able to work weekend and evening shifts
- Be willing to become a member of a fun, enthusiastic, positive team wanting to contribute to the positive good reputation Stubbs Island Whale Watching earned over the years!

Requirements:

- Proficient written and verbal English
- Comfortable learning new reservation system and working with Microsoft Office
- Friendly and professional customer service skills
- Excellent communication skills
- Ability to pick up new tasks quickly
- Ability to work in a fast pace environment

Further assets:

- Knowledge of an additional language
- Previous retail and / or reservations experience

Applications:

Please send cover letter, resume, 3 references (at least two of which are from employers) and period of availability to Taya McAstocker, Front Office Manager taya@stubbs-island.com.

Application deadline: March 15th 2018

Work term: Position begins May 15th 2018, must be able to continue to end of September.

Only short listed candidates will be contacted.