



ADVENTURE ASSISTANT

Since 1982, Jamie's Whaling Station and our team of local expert guides have been professionally guiding adventure seekers from around the world to explore the stunning ecosystems of Clayoquot and Barkley Sound. Jamie's takes a lot of pride in using our tours as platforms to educate our guests on our local ecosystems. We focus on every living organism, from big to small, with the goal of future preservation and conservation of these pristine ecosystems.

Jamie's operates our waterfront adventure centres in unceded Nu-chah-nulth territories of of hiškʷiiʔath (Hesquiaht First Nation), ʕaahʷuusʔath (Ahousaht), ʕaʔuukʷiʔath (Tla-o-qui-aht First Nations), Yuuʕuʔiʔath Government (Ucluelet First Nation), and tukʷaaʔath (Toquaht Nation) in both Tofino and Ucluelet, British Columbia.

POSITION: Adventure Assistant

WAGE: \$19-25 based on experience

DURATION: Full-time and part-time seasonal positions (March -October)

DESCRIPTION: An Adventure Assistant is the first person of contact for guests. Whether in person or by phone, they answer all questions, concerns, and act on special requests. They provide polite, professional customer service for all guests before and after tours.

RESPONSIBILITIES:

- Maintains up to date knowledge of all tours offered by *Jamie's Whaling Station* and our adventure partners.
- Maintains up to date knowledge of our reservations system, FareHarbor, including collecting and entering information to make, bookings, process payments, and resolve problems.
- Ensures guests' expectations are managed and they are informed of tour details including but not limited to; health & mobility restrictions, cancellation policies, check in times and locations, and our sightings guarantee.
- Ensures that the check-in process is both timely and simple for all guests.
- Maintaining a clean and tidy work environment.
- Communication between vessel crew and office to relay and receive tour information, generally by radio.

SKILLS & PERSONAL ATTRIBUTES:

- Has the desire to succeed as part of a team and contribute positively to the company culture.
- Has superb attention to detail with a commitment to quality and effective time management.
- Possesses the ability to approach, speak with and assist guests, some from all over the world.
- Has a fundamental understanding of the tourism industry through education and/or experience.
- Has excellent communication skills, both written and verbal, with fluency in English, other languages is an asset.
- Is passionate about our marine ecosystems and what we can do to protect them.
- Knowledge of what it takes to provide an exceptional guest experience and how to provide service recovery.
- Computer, phone, Microsoft Word and Excel skills required.
- Some candidates may be required to get their Radio Operators Certificate, courses available online.

Visit our careers page at www.Jamies.com/careers for more information and to fill out an application and email your cover letter / resume to: Jobs@Jamies.com