



Office Admin/Customer Service Position

We are seeking an individual with a range of experience in office administration and customer service.

The successful candidate will provide year-round support to the Black Creek office staff -including the general manager, and both the reservations and accounting departments.

During our operating season from mid-May to mid-October, this position will also provide one-on-one customer service to arriving and departing guests in Campbell River.

Responsibilities during the off season will include:

Black Creek – Monday to Friday (hours to be discussed -with potential for 4-day week, flex hours, etc)

1. Reservations department support and holiday coverage
2. Accounting department support
3. General manager – administrative support
4. Other duties as assigned from time to time

Responsibilities during the operating season (mid-May to mid-October) will include:

Black Creek – Monday Tuesday or Wednesday, Thursday (days - hours TBA)

1. Preparing plane manifests
2. Preparing guest arrival documents – registration cards, diet alerts, etc
3. Preparing room allocations
4. Accounting department support
5. Reservations department support
6. Other duties as assigned from time to time



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Campbell River - Friday, Saturday, Sunday - 8 AM to 2 PM

1. Hosting guests arriving and departing at the float plane terminal in Campbell River
2. Managing luggage storage, coordinating transfers to and from hotel and airport
3. Managing plane loads comprised of guests, staff, luggage and freight.
4. Maintaining freight and luggage storage sheds at float plane terminal.
5. Occasionally picking up orders at local vendors
6. Other duties as assigned from time to time

The successful candidate will:

- Be well groomed, courteous, honest, and reliable
- Have background in one-on-one customer service
- Have a demonstrated ability to problem solve in unique situations
- Be trained in bookkeeping, and proficient with Microsoft Office applications
- Be proficient with managing logistics
- Be well organized and have excellent written and oral communication skills
- Be flexible and accommodating in your approach to interacting with others
- Be solution-oriented with a collaborative approach to tasks and relationships
- Possess Class 5 driver's license
- Be able to lift 50lbs

Salary – Competitive remuneration negotiable based on skills & experience

Please apply with cover letter, resume (listing all current certifications), and at least 3 professional references to; info@grizzlytours.com We thank all applicants for their interest; however, only short-listed applicants will be contacted.

Vaccines are proving, to reduce the risk of contracting COVID-19. With vaccines now readily available, vaccination will be a condition of employment as per Knight Inlet Lodge company policy. The vaccine must be a two-dose COVID-19 vaccination series approved by Health Canada. This is an important step in the protection of our staff and guests against this deadly virus.



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