



Shuttle + Logistics Staff

SEASONAL FULL TIME

Knight Inlet Lodge is an Indigenous owned world-famous grizzly bear viewing lodge situated in Knight Inlet and the southern portion of the Great Bear Rainforest. Since 1996 Knight Inlet Lodge has facilitated wildlife viewing experiences and eco-adventures for discerning individuals, couples, and families.

We are currently seeking Shuttle + Logistics staff member for our season which runs from mid-May through to mid-October. The town based Shuttle + Logistics Staff members help shape the Knight Inlet Lodge guest experience by presenting an exemplary first impression before our guests depart for the Lodge, and a memorable last impression as they end their journey. Their primary role of the shuttle + Logistics crew involves driving daily guest shuttles, greeting guests while processing their check-ins, and assisting the Lodge Office staff in coordinating operations. It is a cross-functional position, requiring flexibility in work hours and duties.

The Shuttle + Logistics Staff report to the General Manager and carry out tasks as assigned from the Knight Inlet Lodge Senior Management team, including: The Finance Director, Maintenance, Logistics and Administration Managers, and/or the Lodge Operations Manager(s).

In addition to collaboration with the Black Creek Head Office Team, the Shuttle + Logistics staff will coordinate with various Lodge departments to run errands and ensure they are equipped for seamless operations.

The Shuttle + Logistics Staff are expected to maintain guest service standards and represent Knight Inlet Lodge's values and ethos while ensuring company policies and procedures are followed. They will have considerable interactions with our guests throughout the day and need to be energetic, well groomed, courteous, honest, and reliable. The position requires a close attention to detail and the ability solve unexpected challenges creatively (eg. manage weather delays or other unforeseen circumstances).

Job Dues & Responsibilities (include but are not limited to) :

1. Greeting incoming and outgoing guests at Vancouver Island Air
2. Managing guest paperwork and luggage
3. Driving guest shuttles between the Comfort Inn, VIA and the Campbell River Airport (class IV driver's licence required)
4. Manage the pre-stay and post-stay guest experience in Campbell River
5. Manage guest feedback and complaints constructively



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6. Manage Lodge inventories and liaise with suppliers to fulfill daily Lodge operations supplies
7. Manage freight while liaising with Vancouver Island Air
8. Manage outbound freight (garbage and recycling) and run any town errands
9. Maintain cleanliness of guest waiting area facilities at Vancouver Island Air
10. Manage floatplane manifests and shuttle schedules
11. Administrative duties as required
12. Lodge operations dues and town errands as required
13. Cover for other Knight Inlet Lodge roles as required
14. Maintain a safe work environment, adhering to safety regulations (Worksafe BC, WHMIS)
15. Be trustworthy with sensitive and confidential information (company, guests and staff)
16. Other dues as assigned by the General Manager or Office Staff

Salary / Benefits:

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; hr@grizzlytours.com We thank all applicants for their interest; however, only short-listed applicants will be contacted.



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