



Are you a skilled hospitality professional with experience in reservations or sales? We are currently hiring a reservations professional to join our amazing team.

Overview of the position:

Our reservation team is seeking a passionate hospitality professional to support the reservations and trip design team! This team member will help support our senior reservations/sales team members by managing phone calls, responding to inquiries, and supporting the needs of the remote lodge. The ideal candidate can confidently provide outstanding and professional customer service over the phone and in writing. A successful reservations team member strives to consistently deliver exceptional service and goes above and beyond the industry standard in service to all guests.

This position is perfect for someone who has worked in other areas of the hospitality industry and is looking to move into an administrative position or for someone with experience in customer service. Our team works together in a fast-paced environment, which often requires quick problem solving and decision making.

This position is seasonal (approx. March/April – October). The working schedule would be Thursday or Friday – Monday, to support the resort's need for weekend coverage. There can be some flexibility with periodic weekend coverage by other team members which can be discussed during the interview stage.

THE IDEAL CANDIDATE WILL DEMONSTRATE THE FOLLOWING:

- Passionate about the hospitality industry, with a minimum of 2-years experience
- Previous training and experience in reservations/sales
- Experience with Microsoft, Excel, Google documents and Daylite would be an asset
- Tourism certificate or degree would be highly valued, but not necessary
- Strong attention to detail, adaptability, and a willingness to learn new tasks to help the larger community and team
- Takes pride in providing excellent guest services
- Eager and open to learning new things
- Self-motivated and self-driven
- This job is remote in nature, operating from your home office within the lower mainland of British Columbia or on Vancouver Island. Residing in the north island region with the ability to attend some introductory training in the lower mainland is considered an asset.

Diversity & Inclusion statement:

We value our coastal relationships and we prioritize hiring neighbours from the surrounding indigenous communities where Nimmo Bay operates. If you are a local indigenous community member interested in applying, please feel welcome to connect with us directly and we'd love to hear from you.

JOB TYPES: FULL-TIME, SEASONAL
SALARY: \$21.00-\$28.50 PER HOUR
EXPECTED HOURS: NO LESS THAN 30 PER WEEK

BENEFITS:

- FLEXIBLE SCHEDULE

SCHEDULE:

- 8 HOUR SHIFT
- EVERY WEEKEND

SUPPLEMENTAL PAY TYPES:

- TIPS

EXPERIENCE:

- HOSPITALITY: 2 YEARS (REQUIRED)