

Guest Services & Reservations Coordinator

The Whale Centre — Tofino, BC

Seasonal Winter Position | Starting October 15, 2026

The Whale Centre is looking for a friendly, organized and dependable person to join our team for the winter season. This is a customer-facing office position based at our downtown Tofino location, working with guests to book and coordinate whale watching, bear watching, hot springs and other wildlife experiences.

This is a great opportunity for someone who enjoys working with people, has excellent attention to detail and is comfortable balancing customer service, reservations and day-to-day office responsibilities.

Responsibilities

- Welcome guests and provide friendly, professional service at our front desk
- Answer phone calls, emails and guest inquiries
- Book and coordinate reservations for our tours
- Assist guests in choosing tours based on their interests, schedules and weather conditions
- Process payments and manage tour bookings accurately
- Complete guest check-ins and provide tour information and safety instructions
- Communicate with guides, captains and the operations team regarding daily tours and guest requirements
- Monitor tour schedules, availability and changes due to weather or sea conditions
- Assist with cancellations, rescheduling and other guest requests
- Maintain accurate booking records and ensure all guest information is entered correctly
- Help keep the office and front desk organized, welcoming and professional
- Assist with general administrative duties and winter office projects as needed
- Represent The Whale Centre professionally and provide knowledgeable information about Tofino, local wildlife and our tours

The Ideal Candidate

We are looking for someone who is:

- Friendly, welcoming and genuinely enjoys helping people
- Organized and detail-oriented
- Confident communicating with guests in person, by phone and by email
- Comfortable using computers and learning booking software
- Able to multitask and stay calm in a busy environment
- Reliable, punctual and able to work independently
- Professional and comfortable handling payments and reservations
- Knowledgeable about or interested in Tofino, Vancouver Island and our local wildlife
- A team player who communicates well with colleagues

Previous tourism, hospitality, reservations or customer service experience is an asset, but we are willing to train the right person.

About The Whale Centre

The Whale Centre has been operating in Tofino since **1987**, providing guests with memorable wildlife and marine experiences on the west coast of Vancouver Island. We are a locally owned and operated company with a strong reputation for knowledgeable guides, excellent guest service and responsible wildlife viewing.

Position Details

Location: Downtown Tofino, BC

Position: Guest Services & Reservations Coordinator

Start Date: October 15, 2026

Accommodation: Available

Hours: Part-time to full-time, depending on availability and operational needs

Wage: \$23–\$26 per hour, based on experience

To apply, please send your **resume and a brief introduction** outlining your customer service experience and availability to **The Whale Centre** at whales@island.net