

Guest Services & Front Desk Associate

The Whale Centre – Tofino, BC

Do you love meeting people, working in a fast-paced environment, and sharing your enthusiasm for the West Coast? Join our friendly team at **The Whale Centre**, a locally owned and family-operated eco-tour company offering unforgettable whale watching, bear watching, bird watching, and Hot Springs Cove tours in beautiful Tofino.

We're looking for an enthusiastic **Guest Services & Front Desk Associate** who enjoys providing exceptional customer service and helping guests create incredible vacation memories.

Position Details

- **Location:** Tofino, BC
- **Position:** Full-Time / Seasonal (with potential for year-round employment)
- **Wage:** \$20.00–\$25.00 per hour, based on experience

What You'll Do

- Welcome guests with a warm, friendly, and professional attitude.
- Assist guests with tour bookings, check-ins, and itinerary changes.
- Answer phone calls, emails, and online inquiries.
- Provide information about our tours, local wildlife, and Tofino attractions.
- Process payments and maintain accurate reservations.
- Coordinate with skippers and guides to ensure smooth daily operations.
- Help guests select tours and retail items that suit their interests.
- Keep the reception area organized, clean, and inviting.
- Assist with general office duties and administrative tasks.

We're Looking For Someone Who

- Has outstanding customer service and communication skills.
- Is positive, energetic, and enjoys working with people from around the world.
- Is organized and able to multitask in a busy environment.
- Works well independently and as part of a team.
- Is comfortable using computers and booking software (experience with FareHarbor is an asset but not required).
- Remains calm and professional during busy periods.
- Has previous customer service, tourism, hospitality, or retail experience (preferred but not essential).

Why Join The Whale Centre?

- Work with a passionate and supportive team.
- Spend your days in one of Canada's most spectacular coastal destinations.
- Meet visitors from around the world.
- Employee discounts on retail merchandise and free wildlife tours.
- Opportunity to learn about local wildlife and the marine environment.
- Be part of a company that has been creating unforgettable wildlife experiences for nearly 40 years.

If you're passionate about customer service and excited to be part of an amazing team in Tofino, we'd love to hear from you!

To Apply: Please send your resume and a brief cover letter telling us why you'd be a great fit for The Whale Centre to whales@island.net

Staff accommodation is available.