



Guest Services and Facilities Administrator

Wage: \$21/hour

Title

Guest Services and Facilities Administrator.

Reports To

Management of Tsawaak RV Resort

Summary

We are looking for a Guest Services Administrator to serve as our guests' first point of contact and manage all aspects of their accommodation. This position also includes facilities maintenance duties and tasks.

Guest Services Administrator responsibilities include registering guests, managing reservations, and providing information about lodging/ sites, rates, and amenities. They can also expect to take part in stocking and managing the Visitors Centre store and gallery. Guest Service Administrators may be tasked with basic cleaning of facilities rooms. Job tasks are subject to change at the discretion of the management team.

Ultimately, you will help create a pleasant and memorable stay for our guests in all operating aspects of the resort under the guidance and direction of Tsawaak RV Resort Management.

Core Competencies

- Customer focus
- Communication
- Energy and stress management
- Teamwork
- Quality Orientation
- Problem-Solving
- Accountability and dependability
- Basic equipment operation

- Ethics and integrity
- Provide information to guests when requested
- Efficient and accurate ability to maintain inventory levels
- Ability to meet deadlines and proactively find solutions to problems
- Housekeeping, basic maintenance, sales, and retail experience are considered assets

Responsibilities

- Perform all check-in and check-out tasks
- Manage online and phone reservations
- Inform customers about payment methods and verify their credit card data
- Register guests collecting necessary information
- Welcome guests upon their arrival and assign accommodations
- Provide accurate information about the resort, rooms, rates, and amenities
- Provide information about the local community
- Respond to guest complaints in a timely and professional manner
- Liaise with our Resort Attendants to ensure all rooms are clean, tidy, and fully furnished to accommodate guests' needs
- Confirm, edit, and create group reservations
- Upsell additional facilities and services when appropriate
- Maintain updated records of booking and payments
- Manage phone calls and correspondence (e-mail, letters, packages, etc.)
- Assist colleagues wherever necessary
- Support bookkeeping procedures
- Responsibly collecting payments, entering, or editing reservations, greeting customers, and selling/renting products
- Clean facilities rooms/ light housekeeping
- Basic and light maintenance/ resort grounds work

Requirements

- High School Diploma, G.E.D., or equivalent
- 2 years of working experience in a related field
- Ability to participate in continuous improvement processes
- Good observation skills
- Strong attention to detail
- Ability to follow safe work procedures
- Ability to create a good relationship with customers at the workplace or in other locations
- Ability to multi-task and establish priorities
- Exhibit initiative, responsibility, flexibility, and leadership

- Ability to work independently in a busy environment
- Able to create and present solutions to problems
- Excellent time management skills
- High level of sound and independent judgment and reasoning
- Demonstrated ability to exercise necessary cost-control measures
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- First Aid Certificate is considered an asset

Work Conditions

- Flexible working schedule (subject to change due to staffing, occupancy, and season)
- Physical ability to lift at least 50 LBS
- Travel to site, and off-site locations may be required
- Safety equipment will be required, (I.e., Steel toe boots, safety glasses, etc.)
- Overtime as required
- Hazards associated with the trades
- Work both indoors and outdoors
- Noisy with fumes depending on the equipment
- Long hours
- Prolonged standing, walking, lifting, squatting, and bending
- May perform work in adverse weather conditions

Applications accepted until position filled.

Submit your resume and cover letter to:

Email: jobs@tla-o-qui-aht.org

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