



## Paddle West Kayaking

606 Campbell St, Tofino BC V0R 2Z0

### Position Title

Office Manager

### Position Summary

Paddle West Kayaking is seeking a confident, organized, and guest-focused **Office Manager** to lead day-to-day office operations and coordinate tours, rentals, and guest flow. Reporting to the Operational Manager, this role is responsible for keeping the operation running smoothly across bookings, staff coordination, communication, and customer service—while supporting safe decision-making and strong team standards in a fast-paced seasonal environment.

### Duties & Responsibilities

#### Operations & Facilities

- Oversee day-to-day office operations and coordinate tours and rentals to keep the daily plan running smoothly.
- Lead office staff and support guide coordination through clear task direction, priorities, and handoffs.
- Maintain daily situational awareness (conditions, staffing, schedule changes, equipment constraints) and adjust plans as needed.
- Complete/oversee routine operational checks and readiness items (radios, core supplies, basic inventory awareness).
- Capture daily issues and follow-ups and relay priorities to the Operational Manager.

## **Guest Experience & Customer Relations**

- Manage guest communication across walk-ins, phone, email, and online bookings.
- Resolve guest issues/complaints professionally and escalate higher-risk cases when required.
- Support sales and booking conversions while preventing overbooking and operational risk.

## **Scheduling & Basic HR Support**

- Support guide/office scheduling and day-of staffing changes (sick calls, weather pivots, adds/cancels).
- Support onboarding admin, staff documentation, and certification tracking; coordinate training/orientations with Head Guide(s).
- Escalate sensitive HR concerns to the Operational Manager with clear documentation.

## **Safety & Compliance**

- Apply PWK risk management practices in day-to-day operations.
- Support go/no-go decisions and route changes by coordinating timely communication to guides and staff.
- Ensure office-side safety processes are followed (waivers, guest screening/rental requirements, incident documentation).
- Support evacuations/incidents by following PWK emergency procedures and coordinating communication during an event.

## **Staff Support & Collaboration**

- Work closely with the Operational Manager and Head Guide(s) and other leads to prevent staffing, resource conflicts and to troubleshoot issues and improve operations.

## **Qualifications**

### **Knowledge & Experience**

- Experience in a fast-paced customer-facing operations role (tourism/hospitality/outdoor operations preferred).
- Strong leadership, problem-solving, and communication skills, with exceptional verbal and written communication.
- Detail-oriented with the ability to manage multiple priorities and maintain high accuracy under pressure.
- 16-hour Standard First-Aid and ROC-M certification (Paddle West will cover 50% of course cost)

- SKGABC Level 1 (Paddle West will cover 50% of course cost)
- Proficient with common software tools (Google Workspace, MS Office) and booking/POS systems (FareHarbor an asset).
- Highly organized with a strong follow-through mindset and dedication to meeting deadlines.
- Ability to analyze day-to-day operations and help improve procedures and efficiency over time.

**Preferred:** Kayaking/outdoor guiding experience (sea kayak experience strongly preferred) and own accommodation in Tofino.

## **Personal Suitability**

- Calm, professional, and solutions-focused—handles pressure without losing guest service standards.
- Strong team mindset: supportive, respectful, and able to lead with clear expectations and follow-through.
- Personal commitment to Indigenous stewardship and marine protection.
- Proactive communicator who escalates early when something is safety- or operations-critical.

## **What We Offer**

- Competitive wage up to \$30/hr (based on experience).
- A leadership role with real responsibility and influence on day-to-day operations.
- A strong team culture and an environment that values professionalism, safety, indigenous and marine stewardship.
- Free gear use for personal adventures.
- The chance to live and work in Tofino, on one of BC's most iconic coastlines, with lots of time outside and on the water.

## **How to Apply**

- Send cover letter and resume to: [office@paddlewestkayaking.com](mailto:office@paddlewestkayaking.com)