

Guest Experience Agents, Victoria

Status: Full-time and Part-time Seasonal (Mid March to Early November)

Department: Prince of Whales Whale & Marine Wildlife Adventures

Location: Victoria, British Columbia

Job Level: Entry Level · Experienced

Prince of Whales Whale & Marine Wildlife Adventures is more than just a whale watching company. For more than 25 years we have been family owned and operated and have aimed to educate, inspire and provide access to a world that most people know little about. From our locations in Victoria, Vancouver and Telegraph Cove, we offer industry-leading whale and marine wildlife adventures on our fleet of 15 purpose-built vessels.

We believe that by sharing our natural marine environment and efforts in conservation, we touch people on an emotional level and give them a greater sense of their place on the planet, including a global awareness of the part we all play within our ecosystem and our responsibility to it. At the end of the day, our goal is to educate and inspire passionate stewards of the sea.

We are looking for people with an insatiable love for nature and a passion to work in our supernatural environment. We are passionate about our industry and our social responsibility to it. We believe in empowering and challenging our team, and creating an environment that is caring, open, and curious. By providing meaningful career training and education, we are able to foster diverse career paths for both shoreside and marine personnel.

REPORTS TO:

- To be determined | Guest Experience & Human Resources Manager - Victoria

Primary Purpose:

You are the face of the brand and first point of contact for each of our guests. Your approach must be timely, friendly, and professional as you play an integral role in informing their first impressions of the company. Whether in person or over the phone, you will guide each guest through their entire pre and post purchase experience.

It is important that you are able to identify all of the touch points that make up the entire experience at Prince of Whales. Your performance will be measured by your ability to leverage personal stories and experiences with the brand to convert potential guests into life-long customers. We take pride in the level of service that we have been able to uphold over the last 25 years and it is important to us that you share this value.

Primary Responsibilities:

- Maintains up to date product knowledge of all Prince of Whales adventures as well as that of competitors
- Maintains up to date knowledge of ZAUI including how to collect and enter accurate information to make bookings, process payments, and resolve problem

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WHALE & MARINE WILDLIFE ADVENTURES

- Maintains ongoing communication with all other team members to ensure everyone is on the same page
- Ensures guests' expectations are managed and everyone is fully informed of all important tour information including but not limited to; health & mobility restrictions, cancellation policies, check in times and check in locations, and whale sightings guarantee
- Consistently collects accurate guest information ensuring that full payment is taken every time a booking is made
- Ensures that the check-in process is both timely and simple for all guests

Desired Skills and Personal Attributes:

- Demonstrates the desire to succeed as part of a team and the influence of a unified company culture
- Demonstrates superb attention to detail, a commitment to quality, and effective time management
- Demonstrates a fundamental understanding of the tourism industry through education and/or experience
- Possesses excellent interpersonal skills, both written and verbal, with fluency in English
- Possesses the ability to think on their feet, prioritizing tasks to achieve specific goals
- Is passionate about the marine environment and what we can do to protect the animals that live within it

Additional Experience Considered as an Asset:

- Intimate knowledge of what it takes to provide an exceptional guest experience gained through previous work in tourism and/or hospitality
- Past experience leveraging detailed product knowledge to sell and solve problems
- Past experience utilizing a digital reservations system to administer bookings and process various payment types
- Fluency in a second language (French, Spanish, German, Mandarin, or other)
- Holds a valid class 4 (restricted), class 4 (unrestricted), class 5 drivers license

Application process:

- Applicants please email careers@princeofwhales.com with a cover letter, resume, and a little about yourself.