

## Reservations Agents, Vancouver

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

**Department:** Prince of Whales Whale & Marine Wildlife Adventures & Sea Vancouver

**Location:** Vancouver, British Columbia

**Job Level:** Entry Level · Experienced

### Job Advertisement:

Prince of Whales Whale & Marine Wildlife Adventures is more than just a whale watching company. For more than 25 years we have been a 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:

- Andrew Barnes | Guest Experience/Call Centre Supervisor - Vancouver

### Primary Purpose:

You are the first touch point for potential guests reaching out to us by phone and website chat when inquiring about booking an adventure. Your approach must be timely, friendly, and professional as you play an integral role in informing their first impressions of the company. Over the phone, you will guide each guest through their entire pre and post purchase experience.

It is important that you understand the brand touch points a guest will have had prior to reaching out to us so that you are able to manage their expectations and help them choose the best product based on their desires. Your performance will be measured based on your ability to leverage personal stories, experiences, and product knowledge 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.

# PRINCE *of* WHALES

WHALE & MARINE WILDLIFE ADVENTURES

## **Primary Responsibilities:**

- Maintains up to date product knowledge of Vancouver, Victoria, and Telegraph Cove Adventures
- Maintains proficiency with Zauai (digital reservation software) and consistently enters all important guest information
- Greets potential guests politely and professionally and responds to all inquiries in a timely manner
- Ensures the purchasing process is simple and smooth
- Identifies strengths and weaknesses of competitors to leverage opportunities and maximize sales
- Ensures guests' expectations are managed and everyone is fully informed regarding important tour information, including but not limited to health and mobility restrictions, cancellation policies, check in times and check in locations
- Consistently collects full payment at the time of reservation for all activities sold

## **Desired Skills and Personal Attributes:**

- Demonstrates the desire to succeed as part of a team
- 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
- Passionate about the marine wildlife, education, and conservation
- Flexible and available to work when required including evenings, weekends and holidays
- An entrepreneurial personality a must!

## **Additional Experience Considered as an Asset:**

- 3-5 years of customer service experience.
- Intimate knowledge of what it takes to provide and 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)

## **Application Process:**

- Applicants please email [careers@princeofwhales.com](mailto:careers@princeofwhales.com) with a cover letter, resume, and a little bit about yourself