

JOB DESCRIPTION

Guest Experience & Operations Supervisor

Reports To:

- Sylvie Hennebert - Operations & H.R. Manager, Vancouver

Job Description & Primary Purpose:

You are the nuts and bolts of our operations and people. You lead the Guest Experience team and ensure operations (POW and Sea Vancouver) run smoothly.

Primary Responsibilities:

- Oversee operations/guest experience department at based location
- Attend weekly meetings with management
- Maintains ongoing communication with the Operations Manager

Hiring:

- Help with filtering incoming resumes
- Contact potential candidates for interviews (Marine & Guest Services team)
- Assist with interviewing candidates (Marine & Guest Service team)
- Training employees:
 - Demonstrates thorough product knowledge of Vancouver and POW (and affiliate) products
 - Demonstrates proficiency in Zau (digital reservation software) and shows willingness and ability to assist Guest Experience Agents with their use of it
 - Teach appropriate techniques to optimize potential sales
 - Updated manuals/procedures as needed

HR:

- Payroll: Assist with processing bi-weekly timesheets
- First point of contact for GS agents

Merchandise:

- Ensure retail area is stocked properly and report any new items to be ordered to the Operations Manager
- Perform monthly inventory

Operations/GS:

- Assist with equipping vessels for tours, get a weekly list of pantry items and misc. items required
- Assist with daily check-ins and deal with immediate guest service/operational issues
- Ensure sales locations are properly staffed
- Report any issues/problems to Operations Manager
- Keep office/sales location clean and organized
- Ensures sales are on target

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- Ensures guests' expectations are managed and everyone is fully informed in regards to important tour information including but not limited to health and mobility restrictions, cancellation policies, check in times and check in locations
- Update Zauí reservation system (activities/packages/pricing etc.) and deal with Zauí related issues
- Resolves any guest issues or complaints in office; seeks assistance from Operations Manager when necessary
- Ability to work at varying times and days of the week to meet the demands of the operations

PERSONAL ATTRIBUTES:

- Demonstrates the proven ability to succeed as a leader within a team
- Possesses excellent interpersonal communication skills, both written and verbal, with fluency in English
- Demonstrates superior attention to detail, commitment to quality, time management, and organizational skills
- Co-operates and willingly accepts special assignments from the Operations Manager
- Demonstrates an advanced understanding of the tourism industry through education and/or experience
- Possesses the ability to think on their feet, prioritizing tasks to achieve specific goal
- Must look forward to learning more about marine mammals, education, and ocean conservation

ADDITIONAL EXPERIENCE(S) CONSIDERED AS AN ASSET:

- Past experience working in tourism, hospitality, and/or customer service
- Past experience as a supervisor or equivalent position
- Past experience learning detailed product knowledge
- Past experience using a digital reservations software system and versatility in technology systems
- Holds a valid class 4 (restricted or unrestricted) or class 5 drivers licence
- Past experience as a supervisor or equivalent position
- Fluency in a second language (Spanish, French, German, Mandarin, other)

PRINCE^{of} WHALES
Whale Watching

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