

JOB DESCRIPTION

Kiosk Sales & Greeting Agent



Status: Full-time or Part-time, Seasonal (April - October)

Location: Victoria, British Columbia

Reports To: Operations Supervisor - Victoria

About us:

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. Our goal is 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!

At Prince of Whales we place high emphasis on marine education. We believe in challenging our team by creating an environment that is caring, open and curious, as well as empowering. At Prince of Whales we provide meaningful career training and education opportunities, through fostering diverse career paths for both shore and marine personnel.

We believe through sharing the natural marine environment of the Salish Sea, combined with our efforts in conservation, we touch people on an emotional level giving them a greater sense of their place on this planet. Part of our mission is to increase our guest's global awareness of the part we all play within our ecosystem and our responsibility to it.

We focus our tour content on the diversity, complexity and fragility of the Salish Sea ecosystem. Our goal is to educate and inspire passionate stewards of the sea.

Primary Purpose:

You are the first point of contact in face to face interactions with our guests. Your approach must be enthusiastic, friendly and professional as you are a key support to the rest of our sales team. We are looking for a well organized, customer service-oriented team player who can exceed our guests' expectations. With strong prospecting and closing skills, we expect you to exceed monthly sales targets. 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.

JOB DESCRIPTION

Kiosk Sales & Greeting Agent



Primary Responsibilities:

- Ensure 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, check in locations, and our whale sightings guarantee
- Maintain effective and ongoing communication with all other Prince of Whales team members
- Know what you are selling and how our products compare to the competition! Superior product knowledge will be key to your success,
- Maintain up to date knowledge of ZAUI Software, including consistently collecting accurate information to make bookings, process payments and resolve problems
- Achieve set goals to Increase sales

Required Skills and Personal Attributes:

- You are passionate about the marine environment and what we can do to protect the wildlife that live within it.
- You have a passion for sales and customer satisfaction
- You demonstrate a fundamental understanding of the tourism industry through education and/or experience
- You demonstrate superb attention to detail, a commitment to quality, and effective time management

Additional Experience Considered an Asset:

- Intimate knowledge of what it takes to provide an exceptional guest experience gained through previous work in tourism and/or hospitality
- 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)

How to Apply

If this sounds like you, we encourage you to send a resume and a cover letter to careers@princeofwhales.com.

JOB DESCRIPTION
Kiosk Sales & Greeting Agent

