

# JOB DESCRIPTION

## GUEST EXPERIENCE AGENT - VICTORIA

**REPORTS TO:** Operations Manager

### **Job Description & 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 guest's 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 competitor
- Maintains up to date knowledge of ZAUI including how to collect and enter accurate information to make bookings, process payments, and resolve problem
- 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:**

- Demonstrate the desire to succeed as part of a team and the influence of a unified company culture
- Demonstrate superb attention to detail, a commitment to quality, and effective time management
- Demonstrate a fundamental understanding of the tourism industry through education and/or experience
- Possess excellent interpersonal skills, both written and verbal, with fluency in English
- Possess the ability to think on their feet, prioritizing tasks to achieve specific goals
- Passion for 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](mailto:careers@princeofwhales.com) with a cover letter, resume, and a little about yourself.

**INSPIRING PASSIONATE  
STEWARDS OF THE SEA**