



**General job description:**

Eagle Eye Adventures seeks a highly motivated staff member for Eagle Eye Adventures who is able to relay her/his enthusiasm of the quality of the whale watching tours to their guests while providing the highest level of customer service.

The company prides itself on guests having a first-class experience from the time of making a reservation, throughout the check-in procedure and, on the tour itself.

This is what we at Eagle Eye Adventures take the greatest pride in customer's service and professionalism.

Location: Campbell River, BC, Canada

**Job description:**

**Customer Service / Reservation Staff:**

Help our guests with any questions that may arise during their whale watching trip planning phase, take reservations over the phone or in the office.

Able to learn software to enter new whale watching reservations and amend existing reservations.

Reply to email inquiries professionally and send out confirmation packages to our guests

Ensure that the gift shop is well stocked and presentable at all times.

Assist customers in the gift shop; includes handling cash.

Undertake office cleaning duties.

**Requirements for successful applicants:**

Must be willing and able to carry out the above duties fully and professionally.

Must be Canadian or have a Canadian work permit.

Possess an outstanding work and teamwork ethic.

Have very good English language skills (spoken and written).

Have excellent computer and telephone skills.

Have a strong environmental ethic.

Have excellent professional customer service and interpersonal skills; including being friendly, patient, and empathetic.

Are fast learners receptive to feedback.



Are able to work weekend and evening shifts and are flexible, recognizing the need for work schedule amendment(s).

Are capable of working in a fast paced environment.

Are willing to become a staff member of a fun, enthusiastic, positive team aimed at furthering the reputation Eagle Eye Adventures has earned for ethical, meaningful and professional wildlife viewing.

Further assets:

Knowledge of an additional language.

Retail experience.

Social media knowledge.

Work term: Staggered start and end dates.

Start: beginning of May

End: late September

Application format:

Cover letter.

Resume to include names and contact details (including email addresses) of 3 references, of which at least 2 must be employment contacts.

Indicate period of availability.

Include "Application for customer service position" in the subject line

Application deadline: March 31st, 2017.

Email this to [Info@EagleEyeAdventures.com](mailto:Info@EagleEyeAdventures.com)