



KLAHOOSE WILDERNESS RESORT – RESERVATIONS COORDINATOR

Join our team as Reservations Coordinator, where you will have the opportunity to gain experience and grow in a business that has been recognized as “Authentic Indigenous” and included in Condé Nast Traveller best places to go in 2023!

Klahoose Wilderness Resort is First Nations owned and managed by Qathen Xwegus Management Corporation (QXMC). QXMC is the Klahoose First Nation business development corporation. The resort operates seasonally (May through October inclusive) with accommodation, wildlife tours and activities for an average of 14-20 guests. All-inclusive packages offer an authentic Indigenous led eco-resort experiences, reflecting the Klahoose traditional values and immersive and respectful exploration of wilderness and wildlife.

Our reservations team provides guests from all over the world with memorable experiences and is often the first and last contact with valued guests. The Reservations Coordinator will be well-versed in speaking about the area in which we operate, history and their knowledge and experience will help guests through each step of the booking process. Answering guests’ questions and consulting with our resort operations team to ensure each guest is accommodated, that all details of their stay are conveyed to the operations team is key to this role. The Reservations Coordinator is involved from the moment of guest first contact, details on their stay, to ensuring efficient arrival and departures and post trips follow-ups.

Responsibilities & Duties

- Monitor and respond to all email and online inquires in a timely manner
- Inbound and outbound sales communication with professional phone and email etiquette
- Creating individual, group, and travel trade quotes based on established sell plans
- Responding to guest queries in timely, efficient, and professional manner
- Manage online reservation systems including bookings, payment processing and feedback
- Continually managing and updating rooming list entries
- Schedule guest arrival and departures and all vessel and flight coordination
- Checking and managing guests’ reservation details such as waivers and dietary restrictions, special requests, preferences, and special events
- Booking and billing transportation, optional tours, and add on packages for guests
- Assisting to manage supplier and stakeholder/titleholder relationships and contracts
- Maintenance of reservation files, and sales and marketing materials and reporting
- Greeting guests on arrival in Powell River Airport and Lund in operating season
- Hosting media, and tour operator during trips to the resort, acting as an ambassador for the property in absence of the Tourism Manager
- Helping and supporting sales & marketing initiatives and giving feedback to management to support ongoing upgrades and short/long term planning
- Some travel for travel shows and sales may be required



Availability

Our reservations office is open year-round from Monday to Friday from 9am to 5pm. Powell River and Lund guest arrivals days for meet and greet is Thursdays and Sundays. Candidates must be able to work weekends during the resort operating season from May to October.

Compensation : \$20-\$25 per hour (*based on experience*).

Other: Participation in gratuity program (some conditions apply)

Location : QXMC-Powell River Office

Qualifications

- A genuine passion for hospitality combined with excellent guest service skills and demonstrated willingness to exceed guest expectations.
- Demonstrated experience in hospitality sales, conference sales or hotel reservations.
- Superior communication skills with guests, colleagues, suppliers, and senior management.
- Strong organization skills with excellent time management, prioritizing tasks efficiently.
- Ability to multi-task and strong attention to detail.
- Creative analytical person and ability to always find a solution for guests, resolve service concerns and provide award winning service.
- Patient and calm demeanor in and high-pressure environment.
- Working knowledge of the full suite of Microsoft Office product with focus on Word and Excel.
- Experience with social media is considered an asset.
- Experience with video editing is considered an asset.
- Willingness to learn and reflect the Klahoose traditional values and culture.

Job Application Process: If the above sounds like a perfect fit, we want to hear from you! Please submit a cover letter and resume to team@klahooseresort.com. Please clearly state what makes you a great fit for this exciting role. If your experience matches what we are looking for, we will contact you for an interview. Reference will be required prior to offer.

Thank you for your interest in working with the Klahoose Wilderness Resort!