



## Front Desk Agent

We are looking for someone with excitement and dedication in serving our guests as Front Desk Agent. Satisfying our guests depends on the united efforts of many; we are most effective when we work together cooperatively, respecting each other's contribution and importance. We seek a motivated, customer-oriented team player who is interested in working with us and getting to know our community on Cortes Island

Nestled on Cortes Island, British Columbia, Gorge Harbour Marina Resort provides premier moorage services for adventurers exploring the Discovery Islands and Desolation Sound. Our resort offers a range of accommodations including Lodge and Cottage options, alongside RV Park, Camping, and Glamping Domes. With onsite amenities such as a Food Truck, General Store, Laundry Facilities, and Automobile Gas services, guests enjoy convenience and comfort throughout their stay. Proudly owned and managed by the Qathen Xwegus Management Corporation (QXMC), a business development corporation of the Klahoose First Nation, we blend exceptional service with cultural stewardship.

### KEY ACCOUNTABILITIES

- Perform duties at the main reception desk and on the campgrounds as well as helping the Gorge Harbour Store staff.
- Taking, cancelling, and changing room reservation requests by phone and email
- Maintaining an inventory of reservations, vacancies, and room assignments
- Responsible for registering guests, establishing a payment method, assigning accommodation, and welcoming the guest to our resort.
- Communicate with all departments, in particular Housekeeping, and Grounds, ensuring our guests are well taken care of.
- Provide professional guest service with genuine care to attention and detail.
- Ensure compliance to all core practices, resort policies and standards.
- Troubleshooting and problem solving with outstanding people skills
- Actively contribute to improving resort operations and processes, including emergency protocol, organizational safety standards, and environmental sustainability efforts.

### Job Requirements/Qualifications:

- Experience in a similar capacity within another resort or hotel is preferred.
- Experience with Microsoft Office, reservation systems, social media is an asset.
- Professional telephone etiquette and excellent organizational, written, and verbal communication skills.
- Professional appearance and manner
- Strong interpersonal and problem-solving abilities.
- Ability to work well under pressure in a fast-paced environment, focusing on guest needs, always remaining calm and courteous.
- Ability to work a variety of shifts including evenings, mornings, weekends, and holidays, as required.





**Job Application Process:**

To apply for this position, please send your resume and a cover letter detailing your relevant experience to [team@gorgeharbour.com](mailto:team@gorgeharbour.com).



**QATHEN XWEGUS**  
MANAGEMENT CORPORATION