



Job Description – Client Relations Specialist

The Role: The Client Relations Specialist is responsible for the completion of all reservation activities to ensure an unparalleled guest experience. This includes assisting with inquiries, creating and accurately maintaining reservations, and collecting client information and payments. This role works closely with the Client Relations Supervisor to ensure day-to-day accuracy and timely completion of all related tasks. The ideal candidate will be a motivated self-starter with a proven track record of exemplary customer service, effective time management skills and outstanding attention to detail.

Employment Terms: September 2021 – March 2022 (6+ Month Contract)

Wage: \$17/Hour, 40 Hours per Week

Reports to: Client Relations Supervisor

Responsibilities & Accountabilities

- Answering Heliski inquiries - email, phone & walk-ins. Following-up on past inquiries
- Creating & maintaining accurate reservations using online reservations system (Zau)
- Processing deposits & collecting full payments upon deadline
- Obtaining missing payments & registration forms from clients
- Assisting clients with travel logistics & in-town accommodations
- Retail sales & daily cash-outs at our downtown office location
- Guest cancellations, resales & down day processing
- Daily confirmation of client shuttle service
- Sending Welcome Packages to all clients prior to arrival
- Support Client Relations Administrator with accuracy of various tracking, reporting & calendars
- Support Client Relations Supervisor & Director, Sales & Marketing in attaining sales targets & KPI's

Physical Demands

- Occasionally, small amounts of physical work are required with this job.

Key Skills & Proficiencies

- MS Office (Outlook, Excel, Word, SharePoint)
- Customer Service & Sales Experience
- Excellent time management skills & the ability to take ownership of tasks and ensure accurate completion

Please send all resumes to Info@EaglePassHeliskiing.com. Only qualified candidates will be contacted for an interview.

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