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Job Title: SunLund RV Park & Cabins Guest Services

Reports to: Operations Manager

Date: 2025

Terracentric Coastal Adventures delivers world class tours to hundreds of clients each year between April – October. Located in beautiful Lund, BC Terracentric specializes in offering small group/private guided adventure tours that connect our guests to the awe-inspiring natural environment of British Columbia's west coast. Terracentric also manages Sunlund RV Park & Cabins with 30 RV sites, 2 year-round and one seasonal cabin, and showers, laundry and washrooms for guests.

We are looking for team members who are passionate about outdoor recreation & tourism that can demonstrate a high standard of customer-focused service, satisfaction, and safety through our spectacular wilderness experiences.

Overall Purpose of the Job

Reporting to the Operations Manager this position is an integral role in the operations of Sunlund RV Park & Cabins. This position will provide high quality customer service and sales providing an exceptional stay to short terms and longer-term guests.

Primary Responsibilities

- Provide high quality, customer focused service
- Greet & check-in / check-out guests with site orientation
- Ensure all walk-ins, phone & email inquiries get complete information about the site and opportunities to explore our area
- Ensure phones are answered, reservations taken by phone or online & new bookings distributed to scheduling accurately
- Cashing handling & reconciliation of retail sales, promoting retail items
- Ensure reservation paperwork is completed and filed appropriately
- Ensure risk management & safety for all guests by informing of any hazards
- Act as a concierge, providing local information to guests, booking things for them when applicable and encourage & book TerraCentric activities to guests
- Maintain cleanliness of indoor facilities thru daily housekeeping of shower, laundry and washroom facilities as well as RV sites and grounds
- Daily management of recycling, garbage and refundable collection facilities.

Secondary Responsibilities

- Light housekeeping / laundry as needed for the cabins (in cooperation with Housekeeping)
- Light maintenance, including waste and recycling management, gardens & grounds via watering, painting
- Assist with overseeing office systems, ongoing sales & marketing

Qualities and Skills

- Strong commitment to providing quality, customer-focused service
- Experience in hospitality, customer service, and tourism industries
- Experience in a team leader role
- Excellent communication skills, including written and oral through email, in person, and over the phone
- Excellent computer skills, including knowledge of Microsoft Office; Windows 10, & social media platforms; able to fully utilize spreadsheets and databases for recording retail, customer and financial information
- Strong organizational skills with the ability to prioritize & multitask
- Familiar with the Lund area, its amenities and service providers
- Ability to reconcile daily cash outs of both electronic and cash transactions
- Conflict resolution skills & understanding of cultural diversity
- Initiative taker with the ability to work as independently or as a team member
- An appreciation for and love of meeting people from other countries
- Foreign language skills (especially Dutch & German & Mandarin/Cantonese) an asset and ability

Qualifications

- Driver's License with reliable vehicle
- Basic First Aid with CPR C
- Superhost or other similar certificate
- Post-secondary Education in Hospitality, Outdoor Recreation or Tourism is preferred.

Employee Benefits – Value Added

- An opportunity to work for a leader in the industry in a beautiful area with spectacular wildlife
- Financial Rewards –bonuses
- Team based continual training with opportunities for subsidized professional certifications & growth
- First right of Refusal for second-hand equipment sales
- Discounts with retailers for gear
- Free equipment usage for employees & free participation in day tours
- Great Company Culture at a family business who strive to have fun!

Period of Employment & Compensation

April 15th to October 1st plus year-round part-time opportunities.

Competitive salary depending on experience and qualifications. Range \$24 - \$28 / hour

Preference is given to those who can commit to a minimum of 2 seasons of employment who are looking for a longer-term job with an understanding of seasonality.

Application Requirements

To apply, please review the following requirements and send us an email to christine@terracentricadventures.com. Please clearly identify the position applied for and include the following information:

- A current resume & cover letter detailing why you are interested in & qualified for the position.
- Contact details for at least two work references. If you are at college or university, provide one faculty reference.
- Summary of relevant certifications, achievement dates and renewal dates
- Expected hourly rate & any notes related to availability.

Closing Date February 21st, 2025

Performance Expectations

Customer Satisfaction

- Check-in / check-out guests in a pleasant & timely manner
- Ensuring that all walk-ins, social media messages, phone & email inquiries get complete information about all products offered in the location
- Ensuring that phones are answered, reservations taken, new bookings distributed to scheduling accurately and without error
- Ability to positively interface with visitors to our area and sell our products
- Managing reservations made through the office as well as through the online booking engine
- Ensuring that customers fill out all paperwork correctly and it is filed properly
- Ensuring that money taken is properly recorded and accounted for at start / day's end.
- Communicating clearly and effectively with guests and team members
- Ensuring that the storefront is clean, tidy and well organized
- Participate in special projects and initiatives as they arise
- Assist with maintaining inventory systems, ordering of new stock, pricing
- Ensure that other staff are aware of products & their benefits (could be done at staff meetings)

Office Systems

- Ensuring that all paperwork generated through inquires, reservations, guest waivers are entered into existing databases and filed appropriately
- Assist with generating retail sales reports, guest statistics based on the above entered information
- Assist with ensuring that invoices, statements, cash reconciliation and related financial information relevant to bookkeeping is appropriately filed for pick up
- Managing emails, and assist with online presence and social media channels are being tended to
- Ability to make decisions that are in the best interest of the company IF Director of Operations are not available.
- Assist with liaising with community stakeholders, accommodation providers and tourism partners as a company representative and champion of Terracentric
- Communicating daily with directors
- Communicating clearly to other staff updates that impact their area of work including information for new bookings and scheduling changes

Sales, Marketing & Repeat Business

- Assist in ensuring that our website information is up to date at all times
- Sending out emails, creating posters, mail outs, light graphic design duties related to generating reservations, along with other office staff
- Assist with ensuring our Facebook and Instagram accounts are active on a daily / weekly basis
- Ensuring that our brochures and any other marketing materials are appropriately placed in / around our region
- At all times, promote TCA Ltd. & SunLund as a professional business through a neat and tidy appearance (including wearing guide type uniform) and ensuring our high-quality equipment is always clean and well-maintained.

- Encourage repeat business through the provision of clear and informative details regarding SunLund & TCA experiences with focus on achieving high standards of customer satisfaction.
- Ensure you have a good understanding of other tour itineraries to assist business promotion. Up-sell and cross-sell other TCA experiences by ensuring customers are aware of the wide range of trips we offer, promoting skills advancement, using maps to explain other trips, handing out brochures, etc.

Safety & Risk Management

- Remain fully conversant with emergency management action plans and search and rescue plans according to TCA Policy.
- Complete accidents and incidents reports using correct procedures. Ensure all details on relevant form are completed in a timely manner (precise documentation).

Light Housekeeping & Maintenance Work

- Assisting with some cabin cleaning & laundry
- Light maintenance including waste & recycling management
- Maintain cleanliness of RV sites and grounds

Staff Engagement

- Liaise with other team members
- Reflect, in attitude and performance, the standards of SunLund & TCA Ltd. thereby acting as a role model for other team members
- Update the Operations Manager regarding any problems or issues affecting the performance of team members.