

# Pacifica Paddle Sports - Front Desk Clerk



## JOB DESCRIPTION

Pacifica Paddle has one of the largest rental fleets on the West Coast. We offer rentals of kayaks, canoes and paddle boards, as well as kayak and paddle board lessons and tours. We believe customers can be 'Nurtured by Nature', and paddling is a way of facilitating it.

Our Front Desk employees are key players on the Pacifica Team. They are the first point of contact for our customers, and help create a meaningful experience for our guests from start to finish. A Front Desk worker is personable, hard-working, and enjoys interacting with a wide variety of people.

## RESPONSIBILITIES INCLUDE:

The Customer Experience must be delivered consistently, according to the 2022 Front Desk Training document. This includes

1. Greeting and welcoming guests
2. Booking rentals, tours and lessons
3. Updating availability of tours and lessons
4. Answering incoming calls and promptly returning messages
5. Reading, sorting, and responding to emails
6. Processing gear and merchandise sales, and updating inventory
7. Maintaining a clean and welcoming shop space for our guests
8. Assisting dockhands and guides when required
9. Assisting with back office tasks when required
10. Cross promoting locations and activities to guests

## REQUIREMENTS

1. Strong organizational and problem solving abilities
2. Great communication and people skills
3. Weekend, weekday and evening availability
4. Ability to work under pressure in a fast-paced environment
5. Previous experience in a customer service role
6. Prior front desk or office experience an asset
7. Proficient in English (oral and written)
8. Familiarity with computer and POS systems

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Hours range from part-time to full-time, April- September. Our busiest months are July and August, so expect to get the most hours in those months, as we expect employees to be most available in these months. Weekend shifts are expected of all front desk and dock employees, with the typical days off landing on weekdays. The shop is open until 8:30 pm, with some evening tours and activities extending our hours. Evening shifts will be shared by all employees.

Benefits of working at Pacifica include a friendly, supportive, social environment. You'll get a great mix of working inside and outdoors at the marina, and interacting with people. Customers here are relaxed, and friendly, so are easy to interact with. As a perk of the job, you'll have use of any of the kayaks, canoes and paddle boards for personal time! You can take our boats off site, to explore more of the greater Victoria area.

Pacifica Paddle will provide opportunities for improving paddling skills for canoeing, paddle boarding, and kayaking throughout the season, while exploring the shorelines of the Saanich Peninsula. These are voluntary participation, but you are encouraged to join multiple sessions, to increase your personal skills and knowledge of the amazing paddling areas around us.

## TO APPLY

- Submit resume and cover letter online to E-J Frederiksen [ej@pacificapaddle.com](mailto:ej@pacificapaddle.com)