



Job Posting

Position Title:	Front Desk Agent
Operation:	Thompson's Resort
Location:	Missinipe, SK
Duration:	May – October

Company Overview

Adventure Destinations Inc. (ADI) is a privately owned organization that owns and provides marketing and support services to a collection of recreation properties in Northern Saskatchewan.

ADI encompasses Twin Falls Lodge, Thompson's Resort, five outpost camps and 29 secluded fly-in fishing lakes.

Position Overview

Front Desk Agents are responsible for accepting guest reservations, greeting, and registering the guest upon arrival, providing outstanding guest service during their stay, and settling the guest's account upon completion of their stay. Agents will work closely with management and supervisory staff to ensure guest services are coordinated and guest needs are attended to. Agents who demonstrate motivation, competence and professionalism will be offered the opportunity for more business and operational responsibility than a typical Front Desk Agent.

Areas of Responsibility

- Accepting guest reservations or cancellations
- Processing guest arrivals or departures
- Processing guest invoices and payments
- Answering guest questions knowledgeably
- Addressing or re-directing guest concerns
- Coordinating housekeeping, camp maintenance, boat rentals, and guides
- Help in restaurant as needed
- Other duties as assigned

Employment Schedule and Hours

This position is expected to work on a rotating schedule, which may be as much as 5 to 7-days per week, averaging 8-10 hours per day throughout the duration of the season.

Additional Job Benefits

Staff are provided with free-of-charge accommodations and one meal per day throughout the duration of the working season. Additional daily meal plans are available at a cost recovery rate. Fishing boats are available to staff during off-work hours free of charge (\$10 flat rate for gas/use).

Education and Experience Requirements

- High school diploma
 - Experience in hospitality, administration and/or customer service
 - Knowledge (or willingness to gain knowledge) of local area
 - Knowledge (or willingness to gain knowledge) of fishing and hunting sector
-

Knowledge, Skills and Abilities Requirement

- Strong customer service and guest relations skills
 - Proven success in a team environment
 - Proficiency with computers and office equipment
 - Comfortable with numbers and calculations
 - Proper email and telephone etiquette
 - Excellent communication skills
 - High degree of professionalism
 - Willingness to learn new computer programs
 - Detail orientated, multi-tasking
-

Submit your cover-letter and resume to psfern@adventuredestinations.ca