

HOODOO ADVENTURE COMPANY LTD JOB DESCRIPTION: Bookings, Operations, and Climbing Gym Staff



Position: Operations Staff

Reporting to: Operations Manager

Functional Relationships with: Instructors & Guides, Bookings Manager, General Manager, Guest Experiences Manager

Primary Objective: To provide professional and friendly customer service to all clients throughout the booking and trip process.

Key Tasks: To ensure group events and outdoor activities are prepared to run smoothly & professionally.

Accountabilities:

1. Greet, welcome, and check in clients for their tours, rentals, and bookings.
2. Ensure that all trip paperwork is completely filled out by the clients and they understand the policies and procedures.
3. Fully check all equipment for damage, cleanliness, and sizing before all trips or rentals go out. Fully check all equipment for damage and cleanliness upon check in at the end of a booking. Assure that all check in/check paperwork is complete.
4. Clean all equipment before and/or after a booking, report any damage to the Operations Manager and work in tandem to fix equipment.
5. Maintains presentation of vehicles.
6. File post-trip paperwork with bookings manager.
7. Communicates with bookings manager and guides about changes to bookings and trips.
8. Ability to participate and lead some tours, camps, and other events.
9. Meet all daily duties:
 - Daily opening & closing requirements (cleanliness and security of building, cash out, etc.)
 - Prepare all equipment for tours, rentals, and courses o Ensure cleanliness and maintenance of equipment for rentals
 - Enforce safety standards and maintenance of equipment with Operations Manager
 - Ensure safety and presentation of climbing gym & outdoor centre o Greet clients in person or by answering phones.
 - Take bookings and effectively communicate with clients on all areas of the business (tours, rentals, custom tours, and area information.)

Applicants for this position must have:

- Driver's license to drive in Canada (Class 5 Minimum, Class 4 encouraged)
- Basic skills and confidence with Microsoft suite programs including excel
- Effective and professional communication skills