

JOB POSTING

POSITION: Guest Service Agent

COMPANY: Skwachàys Lodge

LOCATION: 29/31 West Pender, Vancouver, BC V6B 1R3

Skwachàys Lodge is seeking a Guest Service Agent who will be responsible for greeting and registering guests, providing outstanding guest service during their stay and settling the guest's account upon completion of their stay. Other duties will include making and modifying reservations, acting as hotel operator and performing concierge duties as well providing assistance for gallery retail sales.

The Guest Service Agent must possess a positive and upbeat personality with a desire to deliver outstanding customer service to our guests, must have the ability to multi-task, be detail-oriented and be able to problem solve in order to effectively deal with internal and external customers.

Hours:

Shifts are fulltime and rotating and will include weekends, days or evenings. No overnights shifts.

Shift types: 6:45am - 3:15pm, 3pm -11:30pm, some 11am - 7:30pm

Qualifications:

- 6 months front desk or reservations experience preferred.
- Ability to speak, read and write in English.
- Ability to work well with others and problem solve

Competitive salary and benefits programs upon completion or probation

If you are interested in this position, please send a resume and cover letter to careers@vnhs.ca with "Guest Service Agent" in the subject line. Please note, while we would like to connect with all our applicants for this position, only those chosen for interview will be contacted. Indigenous applicants are encouraged to apply.

