

Sales Agent Cruise Coordinator

Job Posting

Are you passionate about tourism, the marine environment, and delivering exceptional guest experiences? Orca Spirit Adventures, Victoria's largest whale-watching company, is looking for motivated and customer-focused individuals to join our team as Sales and Reservations Agents for the upcoming whale-watching season!

This is an exciting opportunity to connect with people from around the world while working in a fast-paced and dynamic tourism environment.

Position Details

What You'll Do:

- Check-In and Departures: Welcome guests, check them in for tours, and ensure smooth tour departures.
- Sales and Promotions: Promote and sell whale-watching tours and packages with in-depth knowledge of tour departure times, vessel types, and pricing.
- Customer Service: Provide exceptional service, ensuring all guests feel welcomed and valued.
- Booking Management: Answer phones, handle online bookings, and efficiently manage reservations.
- Payment Processing: Accurately manage cash and credit card transactions.

What We're Looking For:

We're seeking team members who are:

- Customer-Focused: Courteous, tactful, and always professional.
- Passionate: Excited about marine wildlife, the environment, and creating memorable guest experiences.
- Organized: Able to multitask effectively in a fast-paced setting.
- Motivated: A positive, team-oriented attitude with a passion for exceeding expectations.

Required Skills and Experience:

- Proven ability to excel in a sales environment.
- Strong customer service and verbal communication skills.
- Previous tourism or office administration experience is preferred.
- Proficient in Microsoft Word and Excel.
- Excellent interpersonal and time management skills.
- Basic First Aid.

Schedule:

- Must be available to work weekends and holidays.
- Flexible shifts, including mornings, afternoons, and evenings.

Why Join Orca Spirit Adventures?

- Work with a passionate team committed to marine conservation and eco-tourism.
- Be part of creating unforgettable West Coast experiences for visitors.
- Gain valuable experience in a dynamic and rewarding tourism environment.
- Competitive industry wages, dependent on experience.

Apply Today!

If you're ready to share your passion for whales, wildlife, and tourism while delivering exceptional guest experiences, we'd love to hear from you. Join Orca Spirit Adventures and help us create meaningful connections between people and the natural world!

Please send a copy of your cover letter and resume to employment@orcaspirit.com