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## Job Description – Client Relations Specialist

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**About Us:** Located in the winter wonderland of Revelstoke, British Columbia, Eagle Pass Heliski aims to provide an unparalleled experience to all involved. We are an efficient team of like-minded individuals found happiest in the mountains, fulfilled by small town living, and are always seeking the next pursuit. We pride ourselves on providing a workplace that is supportive, entrepreneurial in spirit, and most importantly fun.

### Job

**Overview:** The Client Relations Specialist is responsible for the completion of all reservation activities to ensure an unparalleled experience for our clients. This includes assisting with inquiries, creating and accurately maintaining reservations, and collecting client information and payments. This role works closely with the Client Relations Administrator to ensure day-to-day accuracy and timely completion of all related tasks. The ideal candidate will be a motivated self-starter with a proven track record of exemplary customer service, and effective time management skills with outstanding attention to detail.

### Employment

**Dates:** October 28<sup>th</sup>, 2019 to end of 2020 season

### Position

**Type:** Full time seasonal position

**Reports to:** Client Relations Supervisor

**Wage:** Based on previous experience

**Location:** Downtown Eagle Pass Heliski Office

### Responsibilities & Accountabilities

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- Answering Heliski inquiries – email, phone and walk-ins. Following-up on past inquiries
- Creating and maintaining accurate reservations using online reservations system (Zau)
- Processing deposits and collecting full payments upon deadline
- Obtaining missing payments and registrations forms from clients

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- Assisting clients with travel logistics and in-town accommodations
- Retail sales and daily cash-outs at our downtown office location
- Guest cancellations, resales and down day processing
- Daily confirmation of client shuttle service
- Sending Welcome Packages to all clients prior to arrival
- Support Client Relations Administrator with accuracy of various tracking, reporting and Calendars
- Support Client Relations Supervisor and Director, Sales & Marketing in attaining sales targets and KPI's

### **Physical Demands**

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- Occasionally small amounts of physical work are entailed with this job

### **Key Skills and Proficiencies**

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- MS Office (Outlook, Excel, Word, SharePoint)
- Customer Service and Sales Experience
- Excellent time management skills & the ability to take ownership of tasks to ensure accurate completion

Please send all resumes to [ryan@eaglepassheliskiing.com](mailto:ryan@eaglepassheliskiing.com). Resumes will be accepted until September 30<sup>th</sup>, 2019.

Thank you for your interest in working with us, however, only qualified candidates will be contacted for an interview.

Eagle Pass Heliski is an equal opportunity employer. We evaluate qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, and any other legally protected characteristics.