



Guest Service Agent

Coastal Waterway Tours is an established company that is passionate about Prince Edward Island's scenic landscape, unique waterways and natural history.

We want to share our love of the outdoors with locals and tourists from around the world! We have a fleet of over 25 jet skis, 40+ paddle boards and kayaks as well as two tour boats. We offer rentals and lessons and want to provide our customers with a memorable adventure and experience!

We are looking for a Guest Service Agent to greet and assist our customers. We are continuously expanding and adapting so we are looking for applicants who are flexible, adaptable, organized and hard working. This position is the face of customer service for our company as you are the first person they meet and speak to. We are looking for someone who brings enthusiasm, creativity, and organizational strength to be a part of our great team!

The position will include the following responsibilities & skills

- Excellent customer service skills
- Clear and professional communication skills to address the following
 - Welcoming visitors while assisting them with questions or tour preparations
 - Prepping guests with appropriate forms and procedures, including COVID Safety protocols
 - Responding to emails and reservations
- Assisting with the administration of tour reservations and rentals
- Possesses digital skills to support marketing through social media
- Posting approved promotional information/ images on social media platforms, company website
- Accurately updating online marketing materials
- Ability to collaborate with our team as well as work with minimal supervision when required
- Ability to multitask and prioritize
- Ability to problem solve where necessary
- Continuously learn about our company, procedures, and the services we offer

Come join our team if you can see yourself in this position! Applicants must present well and conduct themselves professionally. Part time hours are available from May to the end of June, including evenings and weekends. With good performance, there may be an opportunity for continued full time employment during July and August.

Please **email** your resume and cover letter no later than 4pm On Friday, April 2nd 2024 to:

Mrs. Diane Morrison-Robinson
Manager, Coastal Waterway Tours
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Charlottetown, C1A 20B djrobinson@cloud.edu.pe.ca