



GUEST SERVICES AGENT

The **Guest Services Agent** goes beyond checking in and out. You are responsible for acting as an ambassador by providing outstanding customer service to clients and assisting the Lodge Manager with all levels of administrative duties.

YOUR WORK WILL INCLUDE:

- Welcoming and providing introductory information to clients
- Serve as the first point of contact for any inquiries related to site and client matters; either through e-mail or phone
- Allocating guests rooms and issuing room keys and cards
- Managing the check-in, check-out process for clients
- Ensuring accurate database entry for room bookings and payments, as well as multiple data entry
- Providing information about the camp, its rules and policies as well as soliciting client feedback
- Assisting in the review of various paperwork such as safety documents, time sheets, and site related maintenance
- Assisting in the completion of reports in MS Excel and documentation in MS Word



WHO ARE WE LOOKING FOR?

- Completion of post-secondary education in Hospitality or Business Administration
- Minimum of 1 year hotel guest service agent and/or administrative experience is required
- Minimum of 6 months experience in a remote lodge setting
- Minimum of 1 year accounting experience that includes, but is not limited to; LEMS, receiving reports, work orders, payroll data entry
- Intermediate proficiency with MS Office suite and any Property Management software - knowledge of Logistiks software is considered an asset
- Successful candidate MUST obtain a 80% make or higher on the mandatory WHMIS test (Workplace Hazardous Materials Information System)

Please send your resume to:
worknorth@DEXTERRA.COM

*Please note that all Horizon North positions are safety sensitive. Offer of employment is conditional on meeting our requirements for a pre-employment fit to work and drug and alcohol tests.