



## Who We Are

We are a boutique-style vacation rental management company with big dreams! We are growing and looking for competent self-starter individuals with equally big dreams to join our team.

## Our Internal Beliefs

We support our team by allowing them to play to their personal strengths while granting full agency to impact their part of the business.

## The Role: Reservations Agent

Reservation Agents work with our guests throughout the booking process, gathering intel to assist in creating their best Whistler experience. You'd also take deposits, work closely with our unit manager, hosts, and maintenance teams and ensure all bookings have come through our external channels correctly.

### A DAY IN THE LIFE OF THE RESERVATIONS AGENT

- You arrive to work ready to be the face of the company.
- You identify the best unit for our guests based on their needs and send them quotes for their stay.
- You correspond with guests to gather intel to assist in creating a custom experience for their stay.
- You communicate the needs of our upcoming guests to our Hosts.
- You correspond with cleaners and maintenance teams to ensure the units are guest-ready.
- You check-in and assist our guests.
- You collect payments and reconcile bookings with our external booking channels.

### THE FINER PRINT:

- You are a clear, concise and confident communicator that lives to support the business.
- You are a go-getter and have the ability to self manage and act proactively.
- You are apt at problem-solving and making others feel heard.
- You know each property and can communicate its rules and guidelines to the guests.
- You build relationships and aim to enhance the guest experience.
- You have strong attention to details and are good with numbers to ensure all bookings have calculated correctly.

### PERKS:

- Ski Pass/Spirit pass options for full time employees
- The ability to grow with the company
- Competitive wage
- Options for benefits for full time employees

