



# JOB OPPORTUNITY

## GUEST SERVICES & RETAIL AGENT

(Seasonal)

### Closing

February 28, 2025

### Anticipated Start Date

May 1, 2025

### Hourly Wage

To Be Determined

Get ready for the best summer job EVER! Tidal bore rafting is a uniquely Nova Scotian experience, thrilling guests from around the world every summer. We're proudly owned and operated by Sipekne'katik First Nation, and we offer the only Indigenous-led adventure on the Shubenacadie River. Our tours include Mi'kmaq history and cultural context, and it's our pleasure to welcome visitors to Mi'kma'ki.

Our guest services agents provide exceptional service to ensure every guest's experience is seamless, enjoyable, and unforgettable. From check-in to check-out, you'll be the go-to person for guest inquiries, reservations, and day-to-day needs, all while creating a warm and friendly atmosphere.

### RESPONSIBILITIES

- Welcoming guests as they arrive at the property and making a positive first impression.
- Assisting guests with booking rafting tours and accommodations over the phone and through our online booking system, Checkfront.
- Completing check-ins and check-outs for guest accommodations and accurately processing payments for bookings, check-ins and retail sales.
- Answering phone calls and providing information about our tours, accommodations, amenities and local area to guests.
- Maintaining the daily cleanliness and organization of our main lodge including the front desk area, retail displays, public washrooms and outdoor eco rinse stations.
- Resolving guest concerns efficiently and effectively while maintaining a positive interaction.
- Communicating effectively with the housekeeping and river operations teams to ensure a seamless experience for guests across all departments.

### SKILLS, QUALIFICATIONS & EXPERIENCE

- Must be friendly and outgoing with strong communication skills.
- An interest in tourism and a desire to provide a world-class experience for our guests.
- Ability to work well with a team including other guest services agents, raft guides and housekeepers while following the instructions of our management team.
- Extraordinarily organized with great attention to detail, and the ability to complete task lists throughout a shift despite frequent interruptions.
- Leadership skills and the ability to take command and direct groups of people in various situations while keeping the guest experience fun and positive.

- Prior experience in customer service or hospitality is a bonus, but we're happy to train enthusiastic individuals who are passionate about delivering exceptional guest experiences.
- Safety-oriented and willing to follow all safety policies with great attention to detail.
- Experience working with Mi'kmaq or Indigenous communities is an asset.
- Reliable transportation to our property in Urbania, Nova Scotia.

**Please apply with a resume and cover letter to:**

Rochelle Roberts, General Manager  
[tbrgm@sipeknekatik.ca](mailto:tbrgm@sipeknekatik.ca)

*We are an equal opportunity employer; however, qualified Aboriginal applicants will be given priority in accordance with the Aboriginal Employment Preference Policy of the Canadian Human Rights Commission. The Band will not assume any expenses related to any job application process, including but not limited to travel, relocation, and application development. Please note certain positions come with mandatory employee benefits. Only those applicants who qualify for an interview will be contacted.*

**[www.raftingcanada.ca](http://www.raftingcanada.ca)**