

## STORE COORDINATOR – NORTH ISLAND KAYAK

North Island Kayak delivers world class guided kayaking tours of Johnstone Strait & the Broughton Archipelago, from Telegraph Cove on northern Vancouver Island, to thousands of guests each summer between the months of May and September. Our goal is to provide guests with a spectacular wilderness vacation experience, while ensuring the safety of all and minimizing any negative environmental effects of our presence. Maximum staffing levels are reached in the months of July & August when our team reaches approximately 35 people.

Reporting to the Office Manager, our Store Coordinators are responsible for day to day coordination and operation of our store in Telegraph Cove. This includes ongoing guest communication by email & phone, opening & closing of the store and day to day store staff coordination. They will exhibit strong communication, organizational and motivational skills while remaining passionate about the product, our delivery of it and the team that makes it happen.

### **Primary Responsibilities.**

- Guest Communications –
  - Email, phone and face to face interactions; promptly, courteously, complete & accurate.
  - Maintain and ensure completion and consolidation of guest files.
  - Maintain Social Media profiles; including Facebook, Twitter, Instagram & Tripadvisor.
- Responsible for & Coordinates ongoing operation and security of store and area.
  - Ensures smooth & efficient day to day operation of the store
  - Focal point for all staff allocated store or day duties.
  - Ensures daily task lists are completed by allocated staff members.
  - Updates & re-prioritizes store staff tasks from task lists as necessary.
  - Maintains active engagement in day to day store staff performance.
  - Provides training to ensure all staff can greet & service storefront customers.
  - Monitors store staff timesheet completion & creates weekly timesheet summaries.
- Opens &/or closes store, depending on shift.
  - Opens &/or closes cash, checks float, transaction balances & activity, rectifies &/or communicates status.
  - Validates scheduled staff are present and informed of their tasks.
  - Creates, verifies and actions shift change communications.
  - Verifies opening/closing task sheets have been completed.
- Inventory & Scheduling.
  - Contributes to development of staffing schedule to ensure appropriate store coverage.
  - Continually monitors schedule for discrepancies.
  - Monitors & Maintains tour inventories, recommends & implements approved changes.
  - Maintains accurate store retail inventory and price marking.
  - Maintains 'ad board', sales flyers, business cards, rack cards within Telegraph Cove and co-ordinates North Island distribution.

### **Secondary Responsibilities.**

- Functions as back-up Kitchen & Hospitality coordinator
- Assists in further development of job/task descriptions and procedure documentation.

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## Qualifications.

- A strong self-starter. Responsible, reliable, decisive & mature.
- Ability to work with little supervision
- Ability to work in a dynamic and energetic team environment.
- Computer & communication skills
- Familiarity with cash and credit card handling.
- Solid knowledge of our products and services.
- Post-secondary education preferred
- Canadian citizenship, permanent resident status or appropriate work visa.
- Food Safe certificate.
- A valid driver's licence.

## Employee Benefits

- An opportunity to work for an industry leading organization in a beautiful area with spectacular wildlife.
- Great opportunity for long term career advancement & development
- A great work environment with very competitive pay rates.
- Access to subsidized accommodation in Telegraph Cove.
- Team based continuous learning skill development with subsidized further training opportunities.
- Access to Pro-deal purchases from leading outdoor suppliers
- Discounted opportunities to partake of other Telegraph Cove activities and attractions.

## Hours and Compensation

Our Store Coordinators need to be available full time in Telegraph Cove between June & September. Weekend & evening work will be required. Salary depending on experience and qualifications.

## Application Requirements

To apply please review the following requirements and send us an email ([info@kayakbc.ca](mailto:info@kayakbc.ca)). Please clearly identify the position applied for and include the following information.

- A current resume & Cover Letter detailing why you are interested in the position and why North Island Kayak should hire you.
- Contact details for at least two work references. If you are at college or university, provide one faculty reference.
- Summary of relevant certifications, achievement dates and renewal dates.
- Expected salary & availability dates.