



**1000 Islands Kayaking  
110 Kate St, Gananoque, Ontario**

**Role:** Full-Time Administrative Staff

### **The Position**

1000 Islands Kayaking is seeking a talented, experienced and highly-motivated full-time administrative staff member. The ideal candidate will have excellent organizational skills, ability to use multiple computer software programs and social media portfolios with ease, demonstrate excellent customer service skills and have detailed knowledge of the 1000 Islands tourism industry. Individuals must be able to work in a high-pace environment and organize tasks for various program managers. Administration staff will interact with clients from around the world and must be able to describe programs in detail, complete the booking process, coordinate program staff and support front of house staff as needed.

**Location:** This position will be based out of our Gananoque, ON location (110 Kate St).

**Hours:** Full time: 8:00am- 5:30pm, 5 days a week, including weekends.

**Start Date:** Immediately

**End Date:** Thanksgiving long weekend (October 14, 2019). Candidate must be available full-time until October 14, 2019 to be considered.

## **Responsibilities**

- Answer phone calls, describe programs, assist with inquiries of local tourism suppliers (accommodations, food and beverage, attractions and other activities, parks)
- Provide exceptional customer service via phone, email and front line service
- Manage bookings and process payments accurately
- Organize and maintain client information
- Manage inventory systems and assign program equipment
- Schedule staff for programs, front of house and power boats
- Communication with program staff regularly and effectively
- Assist front of house management and staff
- Promotional media support and managing campaigns
- Website updates, general computer and office maintenance
- Maintain an organized office with complete stock of stationery and facility supplies

## **Skills + Qualifications**

- Experience with Microsoft Excel and Word, Google forms. Will be trained on reservation software, accounting procedures and various social media platforms
- Strong analytical and problem-solving skills
- Ability to manage projects of varying size and scope simultaneously while prioritizing appropriately
- Excellent verbal and written communication skills
- Self-starter and ability to work independently
- Highly detail-oriented and analytic skills
- Excellent communication, organization and interpersonal skills

## **Skills + Qualifications Continued**

- Knowledge of kayaking and ability to describe the specifics of our programs such as; what is included, risks, route itineraries and benefits of the experience
- Ability to speak French is a strong asset
- Detailed knowledge of other local tourism opportunities to assist with trip planning and retention of visitors in the area. Give references for accommodations, restaurants, parks, attractions, and activities
- Ability to lift and carry 50 lbs. Ability to assist with carrying kayaks as required
- Current Standard First Aid Certification is required (can achieve during Summer if you do not already have a current SFA)
- College diploma/certificate/business administration or equivalent experience an asset

## **About 1000 Islands Kayaking**

1000 Islands Kayaking began 14 years ago with only a couple of kayaks. Today we have over 100 kayaks in our fleet. We strive to be a unique opportunity for people to engage with the 1000 Islands and experience the area. We maintain a close partnership with the Thousand Island National Park and Biosphere Reserve to deliver high quality educational tours of the islands. We continue to promote high standards of safety and quality within our programs.

We offer excellent internal training opportunities with plenty of guidance and documented resources for staff.

We are a customer service-based company located out of Gananoque, Ontario. We offer guided full day, half day, and 3-day camping trips. We also work with local school boards in the spring and fall to promote paddling activities for school groups and various organizations. During the summer months we also offer skills courses, rental packages, water taxi services and a small retail supply.

## What we offer

- Competitive wages
- Exciting, fast-paced, fun work environment
- Paid courses for professional development
- Internal paid training
- Use of kayaks for personal trips (subject to availability and liability waiver)

## Application Process

To apply, please email resume and cover letter to Nathan at [nathan.vatcher1000ikc@gmail.com](mailto:nathan.vatcher1000ikc@gmail.com) before **Friday June 14, 2019** at midnight.

Applicants chosen to move forward in the selection process will be contacted by email or phone to schedule an interview. Only successful candidates will be contacted. No need to conduct a follow-up. Start date will be immediately after the offer of employment is accepted.

Thank you on behalf of the 1000 Islands Kayaking Team for your interest!

