

HOLLYHOCK

Position: Registrar

Reports to: Guest Services Manager

Start Date: May 2019

Hours and Location: Part-time Seasonal (June-Oct, 15-24 hours per week), on Cortes Island

Wage: \$15.00 per hour

ABOUT US

Hollyhock exists to inspire, nourish, and support people making the world better. From our humble beginnings in 1982 as a project of Greenpeace founders and human potential movement leaders, Hollyhock has been transforming North American society for over 37 years. Hollyhock catalyzes connection, personal growth, and progressive social change. We run about 100 programs and conferences per year on our Cortes Island campus and in Vancouver, BC.

ABOUT THE ROLE

The registrar is the first welcoming point of contact guests have upon arriving. This position is tasked with providing outstanding service while performing the daily activities of the front desk. This includes the completion of guest check in & check out, taking reservations, answering phones and handling various guest inquiries. Registration is the communication hub for guests, presenters and staff.

ABOUT YOU

You are personable, gracious, mature-minded, and resourceful; with top-notch communication and interpersonal skills. You take great pleasure in providing service. You embody grace under pressure. You are meticulous, responsible, and detail-oriented. You bring upbeat and positive energy to your work.

KEY RESPONSIBILITIES

Your main priority is to provide an enjoyable and memorable experience for our guests.

- Answer enquiries regarding Hollyhock services
 - Registration by email, by telephone and in person
 - Conducts guest check-in and check-out
 - Provides information about services available in the community and surrounding areas
 - Additional duties as assigned
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QUALIFICATIONS

- Previous experience in customer service is an asset
 - Working knowledge of computers and software applications including proficiency in Google Apps and Office Suite
 - Excellent communication skills
 - Professional attitude
 - Ability to respond calmly in busy situations, effective conflict management and decision-making skills
 - Strong organizational, administrative and time management skills
 - Cash handling experience is an asset
 - Ability to speak a second language is an asset
 - Working knowledge of the facility, services and local area
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APPLY

This position is open until it is filled. Please get your application in as soon as possible.

Apply by emailing silvia@hollyhock.ca with your resume and cover letter.

Please note: only short-listed candidates will be contacted.

Hollyhock is committed to creating a fair and respectful environment that protects and promotes human rights. Hollyhock believes that a workforce that reflects the diversity of the communities we serve strengthens our ability to achieve our mission. We strongly encourage applicants of all genders, ethnic and cultural backgrounds, sexual orientations, abilities, and with a range of life experiences to apply.