

HOLLYHOCK

Position: Guest Representative

Reports to: Guest Services Manager

Start Date: April 2022

Hours and Location: Seasonal, full time hours on Cortes Island

Wage: \$17.50/hour to start

ABOUT US

Hollyhock exists to inspire, nourish, and support people who are making the world better. We host over 100 personal and professional development programs each year, immersing our staff in a culture of connection, personal growth, and progressive social change.

Our oceanfront Cortes Island campus rests in the traditional territories of the Klahoose, Tla'amin, and Homalco Nations; we are committed to renewing and improving our relationships with these First Nations peoples.

Our campus boasts rustic accommodations, seasonal meals, yoga, bodywork, a world-famous garden, hot tubs, and a network of nature trails through our campus and connecting to nearby parks. Hollyhock staff receive discounts on all of our services and meals, and the opportunity to experience a complimentary Hollyhock program.

We believe 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. Please feel free to state any aspects of your identity that may contribute to diversity in our workforce in your cover letter, so we can prioritize your application.

ABOUT THE ROLE

The Guest Representative 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 emails while handling various guest inquiries. Registration is the communication hub for guests, presenters and staff.

Our guest representatives are personable, gracious, mature-minded, and resourceful; with top-notch communication and interpersonal skills. Their main priority is to support an enjoyable and memorable experience for our guests. 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.

HOLLYHOCK

Guest Service Reps are responsible for following all safety guidelines set out in the Hollyhock Safety Plan to ensure a safe environment for guests & staff. These guidelines include cleaning & hygiene, physical distancing and wearing a mask or other PPE when required.

KEY RESPONSIBILITIES

- Answer enquiries regarding Hollyhock services
 - Registration by email, by telephone and in person
 - Conduct guest and room check-in and check-out
 - Communicate effectively with Housekeeping & OGS team
 - Provides information about the 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
 - 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
 - The successful candidate must be legally able to work in Canada and enjoy living in a remote setting
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APPLY

Please apply using the online form at hollyhock.ca/jobs
You will have an opportunity to upload your resume and cover letter.

This position is open until it is filled. Please get your application in as soon as possible. Only short-listed candidates will be contacted.