



Reservations Agent (Tourism & Travel)

Position Details

- **Job Type:** Full-time (potential for part-time)
 - **Expected Hours:** 35–40 per week
 - **Compensation:** \$22/hour + bonus pay (performance, overtime, retention)
 - **Start Date:** from April 1, 2025
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Job description

Are you an organizational maestro passionate about the Canadian Rockies and eager to work amidst the stunning vistas of Banff?

If you're adept at managing customer service, operational logistics, and administrative tasks, and you're seeking a full-time role starting in Spring 2025, this opportunity is for you.

Company Overview

Surrounded by Banff National Park's peaks, Radventures has quickly become a premier adventure tour operator in the Canadian Rockies. Since our start in 2020, we've grown rapidly to become the top-rated local tour operator by maintaining our commitment to providing our guests with exceptional adventure experiences and fostering a company culture of connection, fun & reward.

Position Overview

In this newly created Reservations Agent, you will orchestrate the smooth operation of tours, manage customer inquiries with a personal touch, and provide invaluable support to our management team, all with an office view of the awe-inspiring peaks of the Canadian Rockies.

This is a full-time role, working up to five days per week from April to September 2025, with the potential for ongoing employment for the right candidate.

Key Responsibilities

- **Customer Service Excellence:** Be the voice and ear of Radventures, handling phone and email inquiries with a blend of professionalism and personable charm.
 - **Operational Acuity:** Assign guides, manage vehicles, and ensure every tour's success through meticulous resource allocation and manifest preparation.
 - **Administrative Agility:** Support our management team with a spectrum of administrative duties as needed.
 - **Strategic Involvement:** Assist in refining operational strategies to scale our offerings and enhance customer satisfaction.
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Your Unique Traits

- A desire to grow with Radventures and take on increasing responsibilities over time.
 - A passion for Banff, the Canadian Rockies and outdoor adventure.
 - A multitasking maven with an eye for detail and an ear for nuances.
 - Weekend availability.
 - Flexibility to accommodate longer days and varying schedules as needed.
 - A willingness to go the extra mile for our guests.
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Requirements

- Experience in customer service, administrative tasks, or operational management.
 - Exceptional communication skills and a knack for creating order from chaos.
 - Eagerness to be part of a team that values collaboration and innovation.
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Position Type, Hours & Location

This is a full-time role, working up to five days per week from April to September 2025, with the potential for ongoing employment for the right candidate. Your presence will be required at our Banff office. Weekend availability is crucial.

Rewards at Radventures

Compensation: A competitive hourly wage of \$22 and performance-based bonuses.

Other Benefits & Perks

- Staff accommodation available
 - Group health & dental benefits
 - Access to Radventures equipment on days off
 - A work laptop
 - Ongoing professional and personal development opportunities.
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Will you be the one to steer our journey toward further growth & success?

We are excited to invite qualified candidates to apply by submitting a resume and cover letter to: yourpals@radventurescanada.com

Radventures is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Additional pay

- Bonus pay
 - Overtime pay
 - Retention bonus
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Benefits

- Casual dress
 - Company events
 - Flexible schedule
 - On-site parking
 - Store discount
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Flexible language requirement

- French not required
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Schedule

- 10 hour shift
- 8 hour shift
- Holidays
- Overtime
- Weekends as needed