

Job Title:	Activity Coordinator	Job Category:	
Department/Group:	Operations	Job Code/ Req#:	
Location:	Tyax Resort – Front Desk	Travel Required:	
Level/Salary Range:		Position Type:	full-time/part-time
<p>Job Description: Ensures that clients are met upon arrival and are pointed towards their guide, wrangler, pilot and that any questions are answered. Ensures that pilot has a daily schedule and is updated of any changes. Flight follows. Promotes daily activities at Tyax Resort including flightseeing, horseback riding, guided hikes & mountain bike tours. Assists with the renting of mountain bikes and maintaining the rental bike fleet. Guides half day hiking and mountain biking tours where necessary.</p>			
<p>Job Purpose: To liaise with clients upon their arrival at the Resort. To promote daily activities to Tyax Resort guests and to take all bookings in real time in Google Calendar to ensure up to date & accurate records. To assist all staff (guides, pilot, wrangler) in the event that they require additional help.</p> <p>Duties:</p> <ul style="list-style-type: none"> • Prints pilots schedule daily & updates pilot of changes • Works closely with Front Desk, following up on any activity requests that they receive & updating their activity availability schedule. • Promotes daily activities at the Resort by ensuring display material is set up, breakfast clients are greeted, front desk has updated information and is going over activity options with guests upon check ins. • Maintains a daily Activity sign up sheet for guests & updates Google Calendar when bookings are confirmed. • Guides half day hiking & biking tours in the afternoons or after the morning breakfast rush if no other guides are available. • Flight follows and follows guided tours. If not available to flight follow then ensuring that a trained person is flight following. This may be Jane or Dale, or a trained person at the Front Desk. • Ensures guides have all the tools necessary to guide their trips, client names & information, meeting times, any specific information, assisting with Van shuttles when needed. • Assists guests with mountain bike rentals, checks in mountain bikes every evening and ensures they are clean and in good working order. Maintains a list of problems & what has been resolved. • Liaise with kitchen and keeps lunch count calendars up to date, any dietary requirements noted. • Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution. • Contributes to team effort by pitching in and assisting other departments when needed. <p>Skills/Qualifications:</p> <ul style="list-style-type: none"> • Customer Service, Product Knowledge, Quality Focus, Problem Solving, Organization, Documentation Skills, Listening, Resolving Conflict, Multi-tasking 			
Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:		Date/Time:	