



## Tour Services Supervisor

### Summary:

Up North Adventures is an award winning adventure travel outfitter located in Whitehorse, Yukon, Canada. We have been helping people experience the Yukon since 1991. This is a full time, seasonal position based in Whitehorse. As Tour Services Supervisor your primary objective is to assist the Operations Manager with facilitating the departure and return of all guided and self-guided trips & tours. You will be interacting with visitors to the Yukon on a daily basis to help ensure the best possible experience for our guests.

### Roles and Responsibilities:

- Organize and maintain a clean & structured yard environment
- Assist any customers departing on self-guided river trips to ensure they are properly prepared with the correct information and equipment
- Inspect, clean and organize rental boats and equipment prior to customer rentals and trips.
- Assist shuttle drivers in loading/unloading, cleaning, and maintaining vehicles
- Support retail staff by answering phones, greeting & talking to customers, and processing transactions
- Performing minor repairs & maintenance on canoes
- Coordinate with office staff to ensure timely and proper delivery of products and services
- General building & property maintenance
- Supervise and help to manage tour services staff with operations staff
- Assist with annual inventory
- Drive shuttles when needed

### Daily duties:

- Open and close yard and retail store
- Set up seasonal display equipment
- Maintain a clean and organized yard space, including storage areas for tools and rental equipment
- Assist customers with gear selection, rentals and purchases
- Process payment from customers with the POS system
- Clean and inspect outgoing/incoming rental equipment
- Assist customers with loading/unloading of rental boats and equipment
- Organize yard in an attractive and appropriate manner
- Attend and participate in staff meetings and product training
- Assist Retail staff during busy times
- Provide shuttle services for guests arriving in Whitehorse or departing on trips
- Other duties as required



### **Required Skills:**

In order to be a successful part of the Up North Adventures team the following skills are required:

- Exceptional customer service skills
- Ability to lift 25-30 kilograms repeatedly
- Superior organizational and time management skills
- Capable of working outdoors in all weather conditions for the duration of the summer season
- Basic computer skills with POS, email and spread sheet experience
- Ability to communicate concisely and clearly with supervisors, co-workers and customers.
- Willingness and ability to work positively and effectively within a diverse environment
- Recognize and successfully meet deadlines
- Capable of taking direction and following instructions
- Ability to take initiative and work with minimum supervision
- Maintain a professional attitude and organized work space
- Ability to both troubleshoot and problem solve
- Task oriented with the ability to focus in a fast-paced and busy environment
- Fluent in English - oral and written
- Valid Class 4 Yukon Driver's License (or willingness to obtain within first 6 weeks of hire) and clean Driver's Abstract
- Punctual

### **Preferred skills/experience:**

- Education or work experience in outdoor recreation, outdoor education and/or outdoor retail an asset
- Knowledge of Yukon's outdoor recreation scene
- Experience and/or knowledge of the outdoors, paddling, camping, and hiking
- Current Wilderness First Aid & CPR Level "C" an asset
- Fluency in second language an asset (French, German and/or Spanish)

### **Reporting & Remuneration:**

- Reports to Operations Manager
- Competitive hourly wage
- Additional staff benefits available/included for successful applicant

E: [trips@upnorthadventures.com](mailto:trips@upnorthadventures.com), Michelle or Erin