Canadian Outback Rafting
Reservations Coordinator
Squamish, BC

We're looking for a **Reservations Coordinator** to join our positive, outgoing, and friendly Outback team. You'll be part of a dedicated community of guides, office staff, drivers, kayakers, and managers who work hard, support each other, and are passionate about delivering exceptional experiences to every guest.

As a Reservations Coordinator, you'll support the reservations team and report directly to the Reservations Manager. Our Coordinators are true adventure experts - using their knowledge and enthusiasm to guide guests through the booking process by phone, online, and via email. You'll confidently answer questions about our tours and work closely with our operations team to ensure every guest is taken care of from their first inquiry through to the day of their adventure. Your organization and attention to detail will keep reservations running smoothly and ensure nothing slips through the cracks.

At Canadian Outback Rafting, we believe work should be both rewarding and enjoyable. Our seasonal crew often spends time together outside of work—whether it's after-shift BBQs, volleyball, or taking advantage of local adventures. We hire people who are welcoming, enthusiastic, and genuinely excited to share their love for the outdoors while building real connections and friendships with the team.

Canadian Outback Rafting Company, based in Squamish, BC, has been proudly operating since 1992. Our goal is to make adventure accessible for anyone looking to explore the stunning Sea to Sky Corridor. We're dedicated to providing fun, unique outdoor experiences for people of all comfort levels, skills, and abilities. We believe that a single incredible experience can spark a lifelong love of adventure.

Key Responsibilities:

- Handle sales inquiries by phone, email, online booking platforms, and in person
- Deliver exceptional customer service by confidently answering questions and guiding guests through the booking process
- Book trips, process payments, and manage guest correspondence before and after their adventure
- Build and maintain positive relationships with guests, resellers, and partner organizations

- Greet guests on arrival, assist with waivers, and communicate any booking or group changes to the operations team in a timely manner
- Support marketing initiatives and promotions to help drive bookings throughout the season
- Display trip photos for guest viewing and post-trip purchases
- Maintain a strong understanding of safety procedures and assist with emergency protocols when required.

Skills & Experience:

- Strong sales skills with a friendly approach to customer service
- Experience in tourism or customer service
- Well organized with good time management and planning skills
- Able to multi-task while staying detail-orientated
- Comfortable problem-solving and making decisions
- Comfortable working in a fast-paced, sometimes high-pressure environment
- Friendly, team-oriented, and guest-focused
- Comfort using booking systems, email, and basic software
- Willingness to work weekends and holidays

Why work with us:

- Be part of a fun, supportive, and adventure-loving team
- Employee rafting perks
- Staff events, gear discounts, and access to the outdoor lifestyle BC is known for
- Growth opportunities within the company

Work Schedule:

Our reservations office is open from 7:30 am to 5:00 pm, Monday to Sunday, with extended hours until 8:00 pm in peak season.

Start dates are staggered through April, May and June. Candidates must be able to work evenings and weekends. End dates late August and September.

Compensation: $22 - $25 per hour depending on experience.

Reports to: Sales & Reservations Manager

Available Positions: 4

To Apply: Email a cover letter, resume and professional references to Sarah Allinson at sarah@canadianoutbackrafting.com