Canadian Outback Rafting
Reservations Supervisor
Squamish, BC

We're looking for a **Reservations Supervisor** 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.

Our Rafting Reservations team plays a key role in delivering these experiences. Each year, we support thousands of guests from around the world, helping them plan trips they'll want to cherish forever. Our Reservations Supervisor will support the reservations staff and report directly to the Reservations Manager. You will also be working with the operations team to coordinate client needs and adjust capacities based on available assets. You should have a background in reservations or sales, with some supervisory experience. Your knowledge and enthusiasm will guide customers through the booking process by phone, online, and via email. Your organization and attention to detail will make sure that no one falls 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:

- Assist our Reservations Manager in managing a team of 5 reservation staff
- Provide guidance and leadership to the reservations team
- Track booking sales and stats
- Serve as the primary point of contact for concierges, fostering positive, ongoing partnerships
- Maintain accurate trip availability across all booking platforms in real time

- Develop positive relationships with customers and manage feedback effectively
- Assist with staffing, training, and scheduling
- Troubleshoot issues in real time to keep the day flowing
- Handle escalated guest concerns with confidence and care
- Communicate and coordinate with guides, drivers, and management

Skills & Experience:

- Strong leadership and communication skills
- Experience in hospitality, tourism, customer service, or operations
- Ability to stay calm and organized in a fast-paced, dynamic environment
- Comfortable problem-solving and making decisions
- Friendly, team-oriented, and guest-focused
- Comfort using booking systems, email, and basic software
- Willingness to work weekends and holidays
- Previous adventure tourism or outdoor recreation experience is an asset, but not required

Why work with us:

- Be part of a fun, supportive, and adventure-loving team
- Employee rafting perks
- Leadership experience in a unique tourism environment
- 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 date: April 15th (some flexibility). Candidates must be able to work evenings and weekends. Hours: 40 hours per week. **End date:** September (some flexibility).

Compensation: $25-$29 per hour + bonus structure based on experience

Reports to: Sales & Reservations Manager

Available Positions: 1

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