

THE JEWEL OF  THE ROCKIES

MORAINÉ LAKE

LODGE

Canoe Attendant

Department: Canoes

Reports to: Canoe Supervisor

General Description:

The **Canoe Attendant** main duties include guest service, cash handling, informing guests of all “operational” procedures and ensuring safety of all guests renting a Moraine Lake Lodge canoe. The canoe attendant also conducts canoe lessons in a fun, professional and consistent manner as outlined in the canoe manual. Safety all comes first.

Essential Duties and Responsibilities:

Canoe Operations

- Follow all procedures as outlined in the Canoes manual,
- Ensure all guests sign a canoe waiver form prior to entering a canoe,
- Prepare accurate daily reports,
- Operate Five Star POS system; perform flawless cash-out upon daily closing,
- Be knowledgeable and promote Moraine Lake Lodge, Cathedral Mountain Lodge, Banff National Park & surrounding areas,
- Performs additional responsibilities, as requested by the Front Desk Supervisor or General Manager.

Safety & Cleanliness

- Promote “Safety First”,
- Provide guests with properly functioning life-preserving equipment,
- Maintain a clean work area. General cleanliness of the canoe shed, canoes and dock,
- Maintain a clean work area,
- Follow all procedures outlined in the Health & Safety Manual and Emergency manual.

Teamwork & Other Duties

- Assist in housekeeping and perform maintenance tasks during slow periods or when canoe dock is closed,
- Maintain strong communication & relationships with all Moraine Lake Lodge departments,
- Participate and offer information in daily kitchen team meeting and communication logs,
- Maintain a positive working environment.
- Promote Moraine Lake Lodge and surrounding areas. Be proactive in attracting guests to the facility and cross marketing hotel rooms, gift store and food outlets.

Other Safety Responsibilities

- Take reasonable care to protect your own, co-workers and guests' health and safety,
- Know and follow all Capilano's health and safety policies and procedures,
- Ask for further training before taking on any task that you are unsure of or have not been trained on,
- Cooperate with the JOHS Committee and any person carrying out Occupational Health and Safety duties,
- Use protective clothing, devices and equipment provided and find out what protective equipment is required for each task,
- Ensure your ability to work without risk to your health and safety or any other person's safety is not impaired by alcohol, drugs or other causes,
- Be alert to hazards and immediately report hazards, defective equipment or concerns to your supervisor.

Core Competencies:

Communication skills: Must communicate with guests, team members and management in a courteous and professional manner.

Guest Service Focus: Must be 100% guest service oriented and understand the needs of a demanding clientele.

Work Efficiency: Must be able to work with a minimal amount of supervision, manage time efficiently and handle multiple tasks/demands.

Working with others: Works well with others in a team setting to complete tasks in a fast-paced environment.

Qualifications:

- Must be 100% guest service oriented, have excellent people skills with a positive & upbeat personality,
- Minimum 1 year of previous Outdoor Adventure experience preferably in a similar role,
- CPR and First Aid Certificate,
- POS experience, with guest services and cash handling,

Working Conditions:

- Able to work a variety of shifts including evenings, weekends and holidays, to meet the needs of the business,
- While performing the duties of this position, Team Members are required to be on their feet for extended periods of time,
- Ability to work with outside with varying weather conditions (ex. Extreme Heat, Extreme Cold, Rain, Snow),
- Occasionally required to lift and carry up to 50lbs,
- Occasionally required to lift and climb a step ladder or step stool.