Guest Services Agent

Glacier House Resort Ltd.

Job ID
40025

LOCATION	DATE POSTED	EXPIRY DATE
1870 Glacier Ln, Revelstoke, BC| British Columbia	07-05-2026	03-11-2026

TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD 19.25-$20	No Experience	Secondary (high) school graduation certificate

Job Details

Job Title: Guest Service Agent (NOC 64314)

Wage: $19.25-$20/hour

Hours per week: 30-40

Number of Positions available: 1

Benefits:

• Free mental health support for all team members through Canada Life and Telus Employee Assistance Program

• Employee and friends and family discounts

Language of Work: English

Work Location: 1870 Glacier Ln, Revelstoke, BC V0E 2S0

Company Profile:

Nestled in the scenic mountains of British Columbia, Glacier House welcomes adventurers who are looking for a cozy place to relax once the day is done. With world-class trails and all-season activities at our doorstep, it is the perfect place to stay, play and work! We pride ourselves on delivering warm, personalized service in a relaxed atmosphere. Our small team works closely together to create memorable guest experiences and a welcoming home away from home.

Our Values

At Glacier House our team lives and breathes these core values:

• Excellence: You are committed to providing outstanding service in every interaction.

• Ownership: You take initiative and pride in making every guest experience exceptional.

• Agility: You adapt quickly to change and thrive in a fast-paced environment.

• Service: You anticipate needs and go above and beyond for guests and your teammates.

• Care: You bring genuine warmth and hospitality to everything you do.

If these values sound like you, we’d love to have you join our team!

Job Description and Responsibilities:

Guest Experience:

• Greet guests warmly, creating a welcoming and professional first impression.

• Provide top-tier guest service, enhancing the Glacier House experience.

• Respond promptly to guest inquiries by phone, email, and in person.

• Proactively address guest concerns, escalating to management when needed.

• Support guests with wayfinding and offer information about local experiences, policies, and services.
• Act as a brand ambassador, ensuring every guest feels valued and cared for.
• Maintain thorough knowledge of all Glacier House offerings and daily operations.

Sales & Service:

• Process payments and resort transactions efficiently and accurately using a Point of Sale (POS) system.
• Reconcile tills and complete opening and closing cash handling duties.
• Maintain and organize guest services documents, tracking sheets, and filing systems.
• Ensure the front desk and surrounding areas are clean, organized, and inviting.
• Collaborate with other departments and maintain strong relationships with tour operators and external partners.
• Support the guest services team with daily operations, including cleaning, organizing, and preparing for the next day’s activities.
• Additional duties as assigned.

Employment Requirements:

• Completion of secondary school required.
• Friendly, outgoing, and approachable with a natural passion for guest service
• Excellent verbal communication skills with the ability to engage diverse groups, including families, children, and international visitors.
• Strong basic math skills and experience handling cash and using POS systems.
• Ability to multi-task and stay organized in a fast -paced environment.
• A dependable team player who can problem-solve effectively and maintain confidentiality.
• Customer service, retail, admissions, and cash handling experience are assets — but if you bring a great attitude and strong basic skills, we are happy to train!
• Must be willing to complete a Criminal Record Check in accordance with Glacier House’s policies.

Work Conditions:

• Must be available to work a variety of shifts, including evenings, weekends, and holidays.
• Ability to stand for extended periods and occasionally lift and carry up to 20 lbs.
• May require the use of step ladders or step stools during certain tasks.

To apply please send a resume to: sseymour@glacierhouse.com

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