

Guest Services Agent

Glacier House Resort Ltd.

Job ID

40025

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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