



**TITLE:** Carleton Lodge Customer Service Agent  
**LOCATION:** Carleton Lodge, 4280 Mountain Square  
**STATUS:** Full-time or Part-Time Seasonal

## **ABOUT THE BUSINESS**

AlpX Expeditions, the tourism division of Blackcomb Helicopters, is based in Whistler, British Columbia and operates a variety of heli-assisted backcountry adventures. With exclusive tenure in Whistler's Coast Mountains, AlpX offers world-class heli-biking, heli-assisted ski touring, multi-day hiking & riding, sightseeing flights, wilderness accommodation and many more backcountry experiences.

## **ABOUT THE ROLE**

The Customer Service Agent is responsible for connecting with our customers and providing excellent customer service while driving sales. You will be an expert on our offerings and use this expertise to connect customers with their ideal heli adventures.

## **YOU WILL**

- Process reservations for AlpX tourism offerings
- Excellent knowledge of AlpX and Blackcomb Helicopters products
- Greet prospective customers and encourage bookings
- Consistency inputting information in our booking platforms and communicating with customers
- Relay information and decisions to passengers regarding weather and re-booking if necessary
- Maintain a clean and orderly environment;

And other duties as required from time to time.

## **YOU HAVE**

- Strong work ethic with a focus on customer service.
- Excellent interpersonal skills;
- Strong organization and time management skills;
- A passion for the outdoors;
- An energetic and warm personality.

## **THE FINE PRINT**

**AlpX Expeditions is dedicated to being an equal opportunity employer and to that end, want all barriers removed to ensure a fair screening process for all candidates.** All resumes will be reviewed with an eye to skill set and experience only, and are considered without attention to attention to age, race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status. We ask all applicants to ensure you do not include any personal information on your application and remove pictures from your resume if you have them.