

Who we are...

Shuswap Lake Vacation Inc., operating as Twin Anchors Houseboat Vacations, is proud to be the largest houseboat company in Canada, offering the biggest and most luxurious houseboats in the country.

Located on Shuswap Lake—with 1,100 km of stunning shoreline—our houseboats provide guests with the ultimate opportunity to explore, relax, and create lifelong memories. Whether it's adventuring to the many scenic highlights of the lake or simply unwinding onboard, every experience is unforgettable.

We are based at the largest marina on Shuswap Lake, surrounded by breathtaking mountain scenery in beautiful Sicamous, BC. This prime location makes it the perfect place to work and enjoy outdoor adventures after hours.

At Twin Anchors, our mission is to deliver outstanding service, support, and guest experiences that help create lasting memories. We are always looking for enthusiastic team members who are passionate about hospitality, dedicated to providing excellent service, and eager to contribute to a fun and positive workplace for both employees and guests.

We have many openings available if the below job description doesn't fit, make sure to check out some of our other job ads to find a better fit. We appreciate all applicants.

Job Title:

Reservations Clerk- Twin Anchors Houseboat Vacations

Job Description:

As a **Guest Services Agent/Reservations Clerk** at Shuswap Lakes Vacations Inc., your primary responsibility is to ensure smooth and efficient booking of reservations, while delivering exceptional customer service throughout the guest's experience. You will assist customers with reservations, inquiries, and check-in/check-out processes, while managing all related administrative tasks to ensure the highest level of guest satisfaction.

Duties and Responsibilities:

Reservations & Booking Management:

- **Complete reservations:** Process and confirm houseboat and related equipment bookings, ensuring all information is accurate and aligned with company procedures.

- **Manage reservations:** Provide prompt and efficient responses to guest inquiries, including availability, rates, and special requests. Ensure that all reservation details are properly entered into the system.
- **Process payments:** Handle and process payments for reservations, including deposits, balances, and refunds, while maintaining accurate financial records.

Customer Service & Communication:

- **Guest check-ins and check-outs:** Facilitate smooth check-in and check-out procedures, ensuring that all necessary documentation is completed, and that guests are fully informed about their booking, houseboat details, and safety protocols.
- **Provide information:** Offer helpful information to guests regarding marina services, local area attractions, and houseboat amenities, ensuring a positive and informative experience.
- **Handle inquiries and complaints:** Address customer questions, concerns, or complaints in a professional and effective manner, aiming to resolve issues promptly and maintain a high level of guest satisfaction.
- **Correspondence:** Communicate with guests via phone, email, or in person, providing clear, accurate, and timely information to meet their needs.

Team Support & Administrative Duties:

- **Support co-workers:** Assist with various administrative tasks and guest service duties as needed, especially during peak periods or in high-demand situations.
- **General office duties:** Perform general office tasks such as filing, data entry, maintaining reservation records, and ensuring that the reservation system is up to date and accurate.

Handle special requests: Manage special guest requests, working with other departments to ensure all needs are met and expectations are exceeded.

Required Skills and Knowledge:

- **Strong communication skills:** Ability to effectively communicate with guests, colleagues, and management in a professional and courteous manner.
- **Customer service experience:** Previous experience in customer service or a similar role, with a strong focus on guest satisfaction.
- **Computer skills:** Proficiency in word processing, spreadsheets, and data entry. Experience with reservation software or similar systems is an asset.
- **Reception training:** Knowledge of reception duties, including answering phone calls, emails, and handling guest inquiries in person. Experience with front desk or receptionist tasks is a plus.

Preferred Experience:

- **Experience with marine activities:** Familiarity with the houseboat industry, boating, or marina operations is highly desirable.
- **Hospitality or tourism experience:** Previous work or training in the hospitality or tourism industries, particularly in guest services or reservations, is an asset.

- **High school diploma or equivalent:** Grade 12 education or comparable on-the-job experience is required.

Working Conditions:

- **Employment Type:** Full-time seasonal (with part-time positions available).
- **Work Schedule:** Hours vary, including weekends and holidays, as per the needs of the business.
- **Compensation:**
 - \$20/hr for full-time staff.
 - \$18/hr for part-time staff.
- **Perks and Benefits:**
 - Staff accommodation available for eligible candidates.
 - Discounts on gym memberships, staff events, BBQ boat cruises, merchandise, and pub.
 - Houseboat discounts for staff during the off-season.
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Location: 200 old Town Road West, Sicamous, British Columbia - Old Town Bay Marina, Dock.

Physical Requirements:

- Ability to sit for extended periods at a desk or workstation while processing reservations and customer inquiries.
- Ability to perform light lifting or carrying, such as handling paperwork, office supplies, or guest materials.

Application Instructions:

Interested candidates should submit a resume and cover letter outlining their qualifications and experience. After reviewing applications, we will contact selected candidates for interviews.

Must currently be legally able to work in Canada