



Guest Services & Marketing Coordinator Full-Time

Other
Other

Friday December 5, 2025

\$26 - \$30/ hour (\$27-\$32 + benefits)

Company: Kingfisher Wilderness Adventures

Website: <https://kingfisher.ca/job-posting-guest-services-marketing-coordinator/>

Industry: Tourism/ Hospitality

Remote/Camp Based Job: No

How to apply:

We welcome applications from people of all backgrounds and are committed to creating an inclusive, respectful workplace Please send your resume and a brief cover letter to andrew.jones@kingfisher.ca. Applications will be reviewed on a rolling basis, with an anticipated start date of February 2026

Expiry Date:

Friday, December 19, 2025

Details:

Kingfisher Wilderness Adventures is seeking a highly organized and adaptable, Guest Services & Marketing Coordinator to support both guest communications and our digital marketing efforts. This is a year-round position that combines guest service (by phone, email and social media) with behind-the-scenes coordination and marketing execution. In this role, you will:

- Respond to inquiries and manage bookings.
- Help guests choose the tour that best fits their needs and abilities.
- Coordinate pre-trip details and communication with guests.
- Plan and execute digital marketing initiatives that grow our visibility and bookings.
- Monitor and analyze marketing initiatives to understand what's working and where to improve.

Key Responsibilities:

- Guest Services & Operations
- Respond to guest inquiries promptly and professionally by phone, email, and social media.
- Manage booking confirmations, payments, and updates through our booking system.
- Manage tour inventory in our booking system and keep availability accurate.
- Maintain accurate electronic filing of participant detail forms.
- Communicate with guests regarding medical or dietary concerns.
- Support our operations team and guides by relaying guest details in a clear, timely manner.
- Track and file trip logs for record-keeping and compliance.
- Collect, respond to, and act on guest feedback where appropriate.
- Assist with reporting and general office administration.

Marketing & Communications

- Manage Kingfisher social media channels (Facebook, Instagram) with engaging, timely content.
- Maintain and update the Kingfisher website with current tours, dates, and prices.
- Update tour details and itineraries on the website as needed.
- Assist with search engine optimization (SEO) and manage Google Ads campaigns.
- Coordinate email newsletters and communications with past and prospective guests.
- Monitor online performance analytics to help shape future marketing strategies.
- Communicate with our travel trade partners on tour updates, dates, and net rates as needed.

Qualifications & Experience:

Qualifications:

- Strong organizational and multitasking skills; able to balance guest communication with back-office tasks.
- Demonstrated experience in digital marketing (social media, SEO, Google Ads) or a strong related background with willingness to learn.
- High level of digital comfort: you regularly use online tools

(email, cloud file storage, spreadsheets, booking or CRM systems, website editors, social media, and email marketing platforms) and can pick up new software quickly with minimal guidance. • Strong written and verbal communication skills. • Prior tourism, hospitality, or outdoor industry experience is an asset. • Knowledge of kayaking, marine wildlife, and adventure tourism in BC is an asset, but not required. Work Environment: • Primarily remote position. • Scheduled in-person workdays with the owner (location is flexible). • Preference for candidates based between the Comox Valley and Port Hardy. • Full-time, year-round (35 to 40 hours/week)
