



# Front Desk Agent -Relocate to Port Hardy, B.C Casual

Port Hardy and North Island  
Port Hardy

Saturday December 6, 2025

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Minimum wage - \$ 20/ hour

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**Company:** Kwa'lilas Hotel

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**Industry:** Tourism/ Hospitality

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**Remote/Camp Based Job:** No

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## **How to apply:**

<https://ca.indeed.com/job/front-desk-agent-relocate-port-hardy-bc-986f445bae85aaf1>

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## **Expiry Date:**

Saturday, December 20, 2025

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## Details:

Kwa'lilas Hotel is seeking experienced Front Desk Agents to join our team in Port Hardy! The Kwa'lilas Hotel is located in the traditional territories of the Kwakiutl people. Meaning "a place to sleep", the "Kwa'lilas" hotel was named by the Gwa'sala-'Nakwaxda'xw elders in hopes that guests may find peaceful rest after a day of exploration on North Vancouver Island. The Front Desk Agent will be responsible for greeting and registering guests, providing outstanding guest service during their stay, and settling the guest's accounts upon the completion of their stay. The perfect candidate for this position must possess a positive and upbeat personality, with a desire to deliver outstanding customer service to our guests. The Front Desk Agent must have the ability to multitask, be detail oriented, and be able to problem solve in order to effectively deal with internal and external customers.

What We Offer:

- Career growth and development opportunities
- 1 month of accommodations at company cost, for those relocating outside of Northern Vancouver Island.
- Wellness incentives include: A discounted gym membership and in person-counsellor
- Company events and holiday parties
- Discounted meals while on shift

Essential Duties and Responsibilities:

- Responsible for making guest reservations and checking guests in and out of the hotel
- Respond to inquiries via telephone, email, and in person from guests, business partners, and other parties
- Compute bills, collect payments, and make changes to guest profiles as needed.
- Count and verify cash float
- Complete shift audits as required
- Print updated in-house, arrival, departure, and room status reports every 2 hours pending activity.
- Present a positive and professional image of the organization to all visitors, suppliers, inquiries and any other interactions.
- Provide information to staff/clients regarding special activities and the local area.
- Assist in other hotel duties as needed, such as: set up and take down of continental breakfast, serving, housekeeping, and laundry.
- Perform any other duties as required.

Qualifications

- High school diploma, G.E.D. or equivalent
- 1 year experience as a Front Desk Agent is an asset
- Experience in customer service
- Experience using Microsoft Suite (Word, Excel, and Outlook).
- Ability to analyze and interpret the needs of clients and offer the appropriate options, solutions, and resolutions within outlined policies
- Experienced in conflict resolution, negotiation, and objection handling skills
- Able to work both as part of a team and alone
- Able to respond quickly in a dynamic and changing environment

Job Type: Casual

Benefits:

- Company events
- Discounted or free food
- Relocation assistance
- Wellness program

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### **Qualifications & Experience:**

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