



Front Desk Agent Part-Time

Port Hardy and North Island
Port McNeill

Sunday July 12, 2026

\$21 - \$25/ hour (22-24/hr TBD)

Company: Black Bear Resort

Industry: Tourism/ Hospitality

Remote/Camp Based Job: No

How to apply:

Drop of resume in person to 1812 Campbell Way or email resume to reservations.blackbearresort@gmail.com

Expiry Date:

Sunday, July 26, 2026

Details:

Job Overview We are seeking a professional and organized Front Desk Agent to join our team. This role requires strong communication skills, proficiency with office software, and the ability to handle multiple responsibilities in a fast-paced environment.

Responsibilities

- Greet visitors and clients warmly, providing excellent customer service at all times
- Manage multi-line phone systems, directing calls appropriately and taking detailed messages
- Perform data entry and maintain accurate records
- Handle clerical duties such as filing, photocopying, and organizing documents
- Ensure compliance with office policies and procedures, including phone etiquette and organizational
- Prior experience in office administration, clerical work, or customer service roles
- Excellent organizational skills with the ability to multitask effectively
- Exceptional communication skills, including phone etiquette and customer support experience
- Ability to handle sensitive information discreetly and maintain confidentiality

High typing speed 50 WPM with attention to detail for proofreading and data accuracy.

- Strong computer skills with proficiency in Microsoft Office (Word)

Front Office: Process check-ins/check-outs, manage reservations, and address guest inquiries.

- Continental Breakfast set up / clean up
- Help with guest luggage
- Help keep office and common areas clean

Days vary 6-10 hours in duration. We do work weekends including holiday weekends. We work early mornings and late evenings. Starting wage will be based on experience: \$22-24+ 4% vacation pay included each pay. Overtime paid as required. Work Location: In person

Qualifications & Experience:

- Must be physically fit / must be able to lift 12kg
- Must be a team player who can also work independently and follow basic instructions.
- Must have a professional and friendly demeanor who can handle a fast pace environment. Prior customer

service and proficient computer experience required. • We require someone with some schedule flexibility. • No Accommodations are provided. Best suited for a local person. Criminal Record check required
