



Concierge Full-Time

Campbell River Region
Campbell River

Friday October 2, 2026

\$21 - \$25/ hour (\$21.15 to \$23.50 per hour)

Company: Naturally Pacific Resort

Website: <https://www.naturallypacific.ca/careers/>

Industry: Tourism/ Hospitality

Remote/Camp Based Job: No

How to apply:

Please apply directly at:

<https://naturallypacificresort.applytojob.com/apply/SkS8OjOdMV>

Expiry Date:

Friday, October 16, 2026

Details:

The Team Naturally Pacific Resort aims to become a top resort that welcomes everyone and offers exciting experiences every day. We are seeking team members who are passionate about providing exceptional hospitality and service, and who align with our values of Passion, Community, Inclusion, and Innovation. Our focus is not only on creating memorable experiences for guests but also on establishing a fulfilling and enjoyable work atmosphere for our team. Becoming part of the Naturally Pacific team will allow you to engage in the hospitality industry within an expanding company that values every individual's input and celebrates achievements collectively. The Role As a key member of our team the Hotel Concierge is responsible for providing guests with personalized services and information to enhance their stay at the hotel. This includes offering recommendations for dining, entertainment, and activities, assisting with reservations, and ensuring guests' special requests are met in a timely and professional manner. Your contributions to the team include:

- Greet and welcome guests upon arrival, providing a friendly and professional first impression.
- Offer personalized recommendations on local attractions, dining, shopping, entertainment, and activities based on guest preferences.
- Maintain an up-to-date knowledge of local events, festivals, and news to provide guests with the most current information.
- Maintain and update concierge materials such as local guides, maps, and brochures.
- Provide detailed and accurate information about hotel facilities, amenities, and services.
- Handle guest inquiries and requests with a proactive and courteous attitude.
- Assist guests in making restaurant reservations, booking transportation (taxis, shuttles, car rentals), and securing

tickets for events, tours, or activities. • Coordinate spa appointments, excursions, or special experiences, ensuring everything is arranged per the guest's needs. • Confirm and follow up on bookings to ensure they are completed and accurate. • Address and resolve guest complaints or concerns promptly, ensuring guest satisfaction and maintaining a positive experience. • Arrange for special requests such as flowers, gift deliveries, transportation, or VIP experiences. • Communicate effectively with other hotel departments (front desk, housekeeping, restaurant, etc.) to ensure guest needs are met. • Coordinate with local businesses or service providers to fulfill guest requests. • Keep accurate records of guest preferences and any special arrangements made for future reference. • Anticipate guest needs and offer services or experiences that exceed expectations, ensuring each guest has a memorable stay. • Maintain a positive and approachable demeanor, serving as a go-to person for guests during their stay. • Handle billing and payment for certain services or reservations, if required. • Provide assistance with luggage handling, lost and found items, or any personal services guests might require. • Provide coverage for the Night Audit shift when required. • Additional tasks and duties as assigned.

Perks & Benefits

At Naturally Pacific Resort, we believe in recognizing and rewarding the valuable contributions of our colleagues. As a member of our team, you can expect to enjoy a comprehensive range of benefits. Please note that specific benefits may vary depending on the role and level within the organization. • Comprehensive employer paid health, vision, and dental coverage for you and your family. • Access to ongoing training and development opportunities to support your career growth and advancement within the company. • Employee and Family Assistance Program. • Discounts on various resort amenities and services such as food, golf, retail, and spa. • Support for your health and wellness goals. • Registered Pension Plan (RPP) eligibility after 1 year. • Accommodations available for qualifying candidates. You will be eligible to receive wages starting from \$21.15 to \$23.50 per hour, this will be determined by your skill set, education and experience. We are a growing organization made up of diverse team members who are motivated to continuously innovate our approach to genuine hospitality. We consider employee wellbeing a priority and are dedicated to protecting the health and safety of our teams while ensuring a workplace that is respectful of everyone. Naturally Pacific Resort practices equal opportunity hiring and onboarding processes to ensure equal access and participation for everyone. We understand that we have a responsibility for

ensuring a safe, dignified, and welcoming environment and we are committed to creating an inclusive environment for all employees irrespective of race, colour, religion, sexual orientation, gender identity, or any other status protected by law. We believe in integrating people with disabilities into our workforce by removing barriers and meeting accessibility needs. The Resort At Naturally Pacific Resort, our mission is to provide guests with a memorable and meaningful experience. Located at the crossroads of the forest, mountains, and the Pacific Ocean in Campbell River BC, Naturally Pacific's 100-room resort features a luxury spa, upscale restaurant and 18-hole golf course with a virtual driving range and lounge. This coastal destination offers spectacular views and access to some of the best outdoor experiences in the world. From eco-adventures, internationally renowned salmon fishing, wildlife watching, to traversing the parks and trails, Campbell River is a doorway to adventure. Thank you and we look forward to receiving your application!

Qualifications & Experience:

A few things we are looking for in a new team member:

- High school diploma or equivalent; college degree or relevant certification preferred.
- Previous experience in hospitality or customer service roles, ideally in a concierge position.
- Strong knowledge of local attractions, dining options, and activities.
- Excellent communication, interpersonal, and organizational skills.
- Ability to multitask and remain calm under pressure.
- Proficiency with hotel booking systems, reservation software, and office tools (e.g., Microsoft Office).
- A passion for providing exceptional customer service and enhancing guest experiences.
- Ability to stand or sit for extended periods.
