

# Service Coordinator

The Whistler Chamber of Commerce is seeking a service orientated and reliable administrator for a part time, short term contract to assist with the delivery of the winter Whistler Experience / Spirit program, including the Secret Shopper Program.

If you are looking to make meaningful connections in a fun and welcoming team environment while enhancing your skills and growing your career in Whistler, then this is the role for you!

## Job Summary

Reporting to the Whistler Experience Coordinator and working closely with the management team, the Service Coordinator is a self-starting service star at the centre of the program who;

- Has a track record of delivery excellence service experiences
- Is experienced in hiring, training and coordinating a diverse team
- Is reliable, responsive and knows how to build relationships
- Enjoys serving our members and their employees
- Is able to express themselves using compelling and easy language
- Is very familiar with Microsoft Office and software such as Survey Monkey and Wordpress
- Is upbeat and positive, even in moments of stress

## Primary Responsibilities

### ***Secret Shopper***

- Solicit participation of members in the winter Secret Shopper program
- Hire and manage shoppers, including managing training and schedules
- Maintain positive relationships with participating businesses
- Oversee program management, including reporting, surveys and fielding enquiries
- Work with the content team to create promotions and share/recognize top performers
- Manage the revenue and expense accounts to meet or exceed budget

### ***The Whistler Experience®, the community's customer service program***

- Respond to enquiries from businesses and participants regarding the Whistler Experience / Spirit Pass Program
- Assist with any other aspects of The Whistler Experience® / Spirit Program
- Complete tasks for associated Whistler Experience® programs, events & training

### ***General***

- Respond to phone, email and walk-in inquiries
- Provide support to membership lead
- Carry out other projects as assigned

## Knowledge and Skill Requirements

### Be Accountable

- Two plus years' experience in an office environment and a high level of professionalism
- Strong administrative skills and impeccable attention to detail
- Organized, able to multitask and prioritize, work well in a fast-paced environment
- Computer savvy with proficiency in MS Office Suite and CRM systems
- Knowledge of web content management software an asset

### Be Bold

- A sound knowledge of the Whistler business community
- Ability to manage multiple projects simultaneously
- Resourceful, proactive and thinks critically in dealing with issues that may arise
- High degree of self-motivation and ability to work independently to meet deadlines

### Be Connected

- Strong interpersonal skills, with proven ability to build relationships and strategic alliances
- Excellent customer service focus
- Proactive team player, takes initiative and is looking for career growth

## About the Job

- Short term, part-time role
- \$22-\$24 per hour, depending on experience
- 8 hours per week for the month of December, increasing to 16 hours January to March
- Flexibility to work occasional evenings as per event requirements
- Primarily office environment with some field work
- Multiple training and learning opportunities available
- Work with a fantastic team and a company that offers lots of growth potential

## About the Whistler Chamber

The Whistler Chamber is here to help our Members achieve business success. Our vision is for thriving businesses in a resilient mountain resort community.

- We create connections
- We provide business supports
- We advocate for business
- We strive for organizational excellence

The Whistler Chamber is committed to equal employment opportunities and treats all people fairly, with respect and dignity. We welcome applications from all qualified candidates. Please let us know if there is anything we can do to help with the recruitment process.

If you would like to be part of a dynamic and passionate team, send your resume to [chamber@whistlerchamber.com](mailto:chamber@whistlerchamber.com) Deadline for submission: **Tuesday, November 26, 2024.**