



Inn at Laurel Point

Job Title: Switchboard Agent

Job Status: Permanent, Full-time (during high season)

Summary of Position:

To represent Inn at Laurel Point in all guest interactions as an “Elegant, Pacific Rim Inspired waterfront inn where memories are created. As a Switchboard Agent, your primary responsibility will be answering and distributing incoming telephone calls in a timely and professional manner. You will also form an integral part of the Front Office Team and will be required to assist in daily operations including the co-ordination of information with all other departments at the Inn.

Summary of Company:

Inn at Laurel Point is an elegant, Pacific Rim-inspired waterfront hotel located downtown on Victoria's Inner Harbour. It was the first carbon-neutral hotel in BC and, Condé Nast Traveler has rated the Inn as one of the top 25 hotels in Canada. For more information visit www.laurelpoint.com.

Responsibilities:

- Demonstrate a commitment to provide warm, anticipative service to exceed the needs and expectations of our discerning guests through attention to detail and recognition
- Provide exceptional guest service to our guests
- Assist when needed in coordinating dinner reservations, airline and train accommodations, sedan transfers, and other guest requests
- Gather and maintain knowledge of new and existing services available to hotel guests
- Maintain a high level of professionalism in all aspects of job performance in accordance with our Values of Respect, Excellence, Curiosity, and Stewardship
- Ensure that Inn at Laurel Point Service Standards are adhered to in an effort to consistently offer the best service possible
- Energize the Inn at Laurel Point brand by promoting guest loyalty and local recognition
- Answer & appropriately qualify all incoming calls on multi-line telephone system and computer correspondence
- Assist in necessary day to day operations of the Front Office
- All other duties as assigned

Qualifications:

- Passion for guest service
- Excellent interpersonal skills
- Excellent time management skills
- Exceptional communication skills
- Highly organized, results-oriented with the ability to be flexible and work well under pressure
- Knowledge of Fidelio Opera systems, Word, Excel an asset
- Exceptional knowledge of Victoria and Surrounding area and attractions
- A resourceful personality
- Multi-line telephone experience an asset
- Must be able to multitask & consistently deliver top quality service in a fast paced work environment
- Must be a team oriented & motivated individual
- Flexible availability: including evenings, early mornings, weekends and statutory holidays
- Must be able to embrace the 4 core values of the Inn at Laurel Point: Excellence, Respect, Curiosity and Stewardship

Reports To: Guest Services Manager

Wage: \$15.97/hr to start; \$18.25/hr after 1 year

Job Requirements:

- Flexible availability for shift work: in high season, day shifts may begin as early as a 7am and evening shifts may end as late as 11:30pm; Switchboard Agents will be required to work a mixture of day and evening shifts
- Must be fully available to work weekends, weekdays and statutory holidays
- Must be fully available to work full-time (up to 40 hours a week), from start date until past Thanksgiving

What's in it for you?

- Competitive Wages
- A fun & friendly workplace culture that embraces diversity
- Cross-training opportunities to grow your skills
- Best staff meal in town and by the way, it's free!
- Complimentary parking on non-restricted days during the off-season
- Comprehensive benefits package
- Summertime volleyball on Sticky Wicket rooftop, BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
- AURA waterfront restaurant + patio staff discount - 50%
- Friends & Family hotel discount (*so you can show off your amazing workplace*)
- Candidate referral bonus - \$300
- Industry discounts
- Workshops
- Skill and advancement training programs
- Shower and locker facilities

We won't give you a job. We'll give you a lifestyle.

- **Do you strive for excellence?** It's one of our benchmarks - in relationship, fair business practice and in the standards we uphold.
- **Do you uphold respect?** Respect for guests and colleagues is paramount. It's our foundation for learning and growing.
- **Are you curious?** Seeking to understand and challenge conventional thinking allows us all to find new ways to succeed.
- **Are you responsible?** As stewards and caretakers, we aim to leave a legacy of independence, innovation and responsibility in all we do.

We're looking for people who want a career that defines who they are. Because this is not just a job. It's an expression of your values and ours. We're more chameleons than corporate. More approachable than distant. Yet we're always professional and 100% committed.

We also value innovation. We want people who prefer to count on their inner resources and flexibility over rigid policies and procedures. And in return, we'll treat you as we do our guests: with sincerity, an open mind and respect.

This is a company for real people. Interesting people. People in search of a place to stay and make a difference.

If that's you, let us know!



Thank you for considering Inn at Laurel Point as your employer of choice!