

August 2019



## **Position: Transfer Coordinator/Radio Dispatcher – Bell2 Lodge / Ripley Creek**

### **Job Description**

We are currently seeking a motivated, efficient and organised individual to fill the seasonal role of Transfer Coordinator & Radio Dispatch. The Transfer Coordinator/Radio Dispatcher is a dynamic and demanding position that requires a high level of organization and the ability to perform well under pressure. The Coordinator is the direct contact between the Lodge, Vernon Head Office, transportation suppliers, local concierge and guests, for all transfers to and from the Lodge. This involves creating manifests, tracking domestic flights, and booking appropriate vehicle transportation, as well as troubleshooting any unforeseen challenges as they occur. The Transfer Coordinator is combined with the Radio Dispatcher position which involves communicating with the helicopters, while tracking and recording all movements of machines, associated vehicles and skiers. The Radio Dispatcher is also often the first point of communication in the event of an emergency and will be responsible for all radio communications in an emergency response situation.

The ideal candidate is consistently systematic, structured and able to understand and interpret detailed and complex information, with exceptional attention to detail. Being service minded and an outgoing personality are helpful attributes to be successful throughout your busy shift. This high stress and critical position requires a confident person who can think quickly on their feet and make informed decisions with a sense of urgency. In this position, it is critical to have highly effective problem-solving skills, ability to take control of a situation, and delegate tasks when necessary.

### **Preferred Skills and Core Competencies**

- Able to communicate effectively and clearly with clients, management, supplies and co-workers using a variety of communication channels
- Proficient with computers and Microsoft Office Suite, with emphasis on Excel (intermediate knowledge required)
- Posses strong logistical skills and approach challenges in a logical manner
- A friendly personality and genuine desire to help and please others
- Ability to think clearly and make quick decisions under pressure
- A professional manner and calm, rational approach in hectic situations
- Able to keep calm and collected in the event of an Emergency
- Self-motivated and energetic with a 'can do' mentality
- Be able to sit for long periods of time during the day
- Patient and excellent interpersonal skills, especially when dealing with speakers of other languages
- Ability to balance guest and business priorities
- Ability to prioritize and effectively manage a large, varied workload
- Fast learner with ability to identify tasks and areas for improvement

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- Confidence to work autonomously with minimum guidance, and as apart of a team
- Passion for skiing and the outdoors is an asset
- Ability to speak other languages is an asset
- Previous experience based in a remote lodge / camp environment is an asset
- Radio Operators Licence (Aviation) and/or previous radio experience is an asset

### Requirements

- Proficient in English both spoken and written
- Valid Work Permit [for international applicants]
- Experience using Microsoft Excel and Office Suite
- Previous experience in a guest service role required
- Proven ability to respond effectively to changing demands in a fast-paced environment
- Excellent time management skills, ability to multi-task, and a strict attention to detail
- Practical thinker with solutions focused personality and creative problem-solving skills
- A flexible approach and positive attitude at all times