



Job Description – Sales and Marketing Supervisor

About Us

Located in the winter wonderland of Revelstoke, British Columbia, Eagle Pass Heliskiing strives to provide remarkable, unparalleled experiences to our guests and staff. We are an efficient team of like-minded individuals found happiest in the mountains, fulfilled by small town living, and are always seeking the next pursuit. We pride ourselves on providing a workplace that is supportive, safe, entrepreneurial in spirit, and most importantly fun.

Job Overview

The Sales and Marketing Supervisor is responsible for assisting in the booking of guest reservations, rebooking of guests, reaching out to new markets, and assisting in the execution of the marketing budgets. This role works closely with both the Office Manager and Client Relations Supervisor and reports to the Director of Sales and Marketing to ensure day-to-day accuracy and timely completion of all related tasks.

Employment Details

Type:	Full time, continuing
Reports To:	Director of Business Operations
Compensation:	TBD including annual bonus based on experience
Benefits:	Eddie Bauer - EPH Staff Uniform Staff Heli-Skiing (1 day guaranteed, additional days based on performance) Discounts with EPH suppliers and partners Training & Education Subsidies Paid training, lunch, and breaks.
Work Location:	Primary: EPH Downtown Office, #309 Mackenzie Ave, Revelstoke Secondary: may include Day base and Lodge locations on occasion
Physical Demands:	May require the ability to lift up to 30 lbs

Roles and Responsibilities

EPH bases our roles and responsibilities on the Driver, Authorizer/Accountable, Contributor/Consulted, Informed (DACI) model. The Sales and Marketing Supervisor position would encompass the following roles and responsibilities:

Authorizer/Accountable Responsibilities

- Ensuring Weekly Contact us form testing occurs
- Answering initial phone calls
- Follow up on possible guests
- Follow up on Newsletter inquiries
- Management of online availability for all programs
- Customer Demographic Report
- Updating Snow and weather update on website



Driver Responsibilities:

- Handling of day-to-day Sales Questions
- Answering Heliski Inquiries - Email & Walk-In and creating Reservations
- Rebooking Guests for the Following Season – Lodge
- Rebooking Guests for the Following Season – Day
- Sales Strategies - in season and out of season - competitive review
- Sales Strategies - new market creation
- Management of private concierge position and Bookings
- Answering Private Inquiries
- Down Day Conversations – all programs
- Assisting in Refunds - Guest Cancellations, Resales & Down Days
- Processing Deposits & Collecting Full Payments Upon Deadlines - 2-3 Months out (Dep Rep Based)
- Tour Operator Management
- VIP Client Recognition Program
- Performance Evaluations - Department - Mid Season and year end
- Updating Sales and Reservation system procedures
- Updating Sales Notifications and Sales templates
- Zau Activity Building (Summer responsibility)
- Portal Reg Form Updating (Summer responsibility)
- Budgeting & Annual Reporting (Sales Analysis)
- Marketing Budget, Analysis & Execution
- Management of photos and back up strategy
- Updating Website
- Trips Advisor Review Monitoring and Maintaining
- Management of Google Ad campaigns
- Booking of Media Trips
- Newsletter Creation
- Management of Donations
- Budgeting & Annual Reporting (Marketing Plan)

Key Skill Sets and Proficiencies:

- Previous Google Ad Word Campaign management
- Adobe Creative suite
- Office 365
- A passion for sales



To Apply:

Please send all resumes to kiel@eaglepassheli.com. Resumes will be accepted until a successful candidate has been found.

Thank you for your interest in working with us, however, only qualified candidates will be contacted for an interview.

Eagle Pass Heli is an equal opportunity employer. We evaluate qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin disability, veteran status, and any other legally protected characteristics.