



Job Description – Sales & Client Relations Lead

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/Client Relations Lead is responsible for assisting in booking guests and confirming all reservation details post-sale to ensure an unparalleled guest experience. This position spends considerable time working as both a Client Relations and Sales lead, depending on the day. This role works closely with both the Sales and CR supervisor to ensure day-to-day accuracy and timely completion of all tasks.

Employment Details

- Dates: June 3rd, 2024 to the end of season (historically, end of season is approx. April 13th, 2025)
- Type: Full time, seasonal
- Reports To: Sales Supervisor & Client Relations Supervisor
- Compensation: \$22.00/hr
Eligible for up to \$500 seasonal bonus, based on performance
- Benefits: EPH Staff Uniform
Staff Heli-Skiing (1 day guaranteed, additional days based on performance and availability)
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, Contributor, Informed (DACI) model. The Reception & Administrative Assistant will be expected to fulfil the role as follows.



Primary Responsibilities (Driver)

- Answering phone calls
- Answering heliski inquiries – Email and Walk-in
- Booking guests and creating reservations
- Processing deposits and collecting full payments upon deadline
- Following up on missing payments and registration forms
- Sending Monashee Essentials info packages to guests
- Create / support the Daily Update
- Assisting guests with logistics and accommodation
- Confirming shuttle times
- Building guest profiles
- Reservation calendars – maintenance and verification
- Guide requests and Heli program allocation
- Processing refunds for guest cancellations, resales, and down day refunds

Secondary Responsibilities (Contributor)

- Down Day conversations – all programs
- Rebooking guests for the following season
- VIP client recognition
- Updating current availability
- Year end reporting
- Minor guest injury reporting

Tertiary Responsibilities (Informed)

- Conditions update – Future/down day scenarios
- Critical incident / injury reporting
- Follow up guest care – minor and major.
- Critical incident debriefing (internally)
- Critical incident – Media Relations / PR

To Apply:

Please send all resumes to info@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 Heliski 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.