



Job Description – Reception and Administrative Assistant

About Us

Located in the winter wonderland of Revelstoke, British Columbia, Eagle Pass Heli 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 Receptionist and Administrative Assistant's main responsibility is fielding initial phone calls and assisting and reporting to both the Office Manager and Client Relations Supervisor to ensure an unparalleled guest experience. This includes data entry of reservations and sales reports, day-to-day cleaning of the office, and assisting in the daily update and sales process as required.

Employment Details

Type:	Full time, seasonal
Contract Start Date:	October 27 th 2025
Contract End Date:	April 10 th 2026
Reports To:	Office Manager and Client Relations Supervisor
Compensation:	\$22.00 per hour and eligible for up to \$500 seasonal bonus, based on performance
Vacation:	Paid out each paycheck
Benefits:	EPH Staff Uniform Staff Heli-Skiing (1 day guaranteed, additional days based on performance) Discounts with EPH suppliers and partners 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, Informed (DACI) model. The Reception and Administrative Assistant position will be expected to fulfil the role as follows:

Primary Responsibilities (Driver)

- Answering phone calls and directing to appropriate team member



- Managing shipping and receiving of mail/parcels
- Actioning emails – Proofpoint, waivers, registration forms
- Sales report data entry and verification
- Create monthly payment chasing report
- Managing office supplies
- General Office Cleaning
- Weekly office meeting agenda creation
- Weekly contact us testing and monthly portal testing
- Assisting Guests with Logistics & Accommodations
- Updating website weather forecast
- Management of online availability for all programs
- Guest Portal issues

Secondary Responsibilities (Contributor)

- Assisting with Missing Payments & Registration Forms
- Assisting with end of season reporting
- Reservations Calendars verification
- Follow up with injured guest (mailing cards)

Key Qualifications Required:

- Strong word, excel and email skills
- Strong organizational and time management skills
- Excellent communication and guest service abilities
- Strong attention to detail and commitment to high service standards

Preferred/Assets:

- 1–2 years of previous reception or front desk experience in the hospitality, hotel, or heli/cat industry
- Previous data entry experience
- Class 4 driver's license

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 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.

/end.