



Job Description – Sales and Client Relations

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 Client Relation position 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 in the Sales and Client Relations department, depending on the day. This role works closely with both the Office Manager and Client Relations supervisor to ensure day-to-day accuracy and timely completion of all tasks.

Employment Details

Type:	Full time, seasonal
Contract Start Date:	October 14 th 2025
Contract End Date:	For the 2025/26 winter season (approx. April 17 th 2026)
Reports To:	Office Manager and Client Relations Supervisor
Compensation:	\$23.00 per hour and eligible for up to \$500 seasonal bonus, based on performance
Vacation:	Paid out each paycheque
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, 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
- Actioning emails – Proofpoint, waivers, registration forms
- Processing deposits and collecting full payments upon deadline
- Following up on missing payments and registration forms
- Sending Guest Resource Hub information packages to guests
- Assisting and supporting the Daily Update
- Assisting guests with logistics and accommodation
- Confirming shuttle times
- Reservation calendars – maintenance and verification
- Relaying Guide requests
- Guest Portal issues
- Processing refunds for guest cancellations, resales, and down day refunds

Secondary Responsibilities (Contributor)

- Down Day conversations – all programs
- Assisting with end of season reporting
- Assisting in rebooking guests for the following season

Key Qualifications Required:

- 1–2 years of previous sales experience in the hospitality, hotel, or heli/cat industry
- 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:

- 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 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.

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