



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 in the Sales and/or Client Relations department, depending on the day. This role works closely with 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:	September 21 st , 2026
Contract End Date:	For the 2026/27 winter season (approx. April 16 th 2027)
Reports To:	Office Manager and Client Relations Supervisor
Compensation:	\$23.25 per hour
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 Daybase 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 Sales and Client Relations position will be expected to fulfil the role as follows:

Primary Responsibilities (Driver)

- Answering phone calls
- Actioning emails – Proofpoint, waivers, registration forms etc.
- Answering heliski inquiries – email, phone and walk-in
- Booking guests and creating reservations



- Processing deposits and collecting full payments upon deadline
- Sending Guest Resource Hub information packages to guests (Monashee Essentials)
- Following up on missing payments and registration forms (Manifest Verification)
- Assisting and supporting the Daily Update
- Confirming shuttle pickup and arrival times
- Assisting guests with logistics and accommodation
- Relaying guide requests
- 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
- Managing office supplies
- General office cleaning
- Managing shipping and receiving of mail/parcels
- Guest Portal issues
- Reservation Calendars – maintenance and verification

Key Qualifications Required:

- 1–2 years of previous sales experience in the hospitality 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

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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