



## Employment Opportunity

**Position(s):** Guest Services Agent (2 positions)  
**Location:** Remote Site - Newcrest Red Chris Mine jobsite  
**Status:** Permanent / Full-time  
**Closing Date:** Until filled

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TNDC in partnership with Sodexo Canada is looking to fill two positions for the Guest Services Agent role at our Newcrest Red Chris Mine jobsite. The ideal candidates will be able to work effectively with a team supporting operations and acting as an ambassador by providing outstanding customer service to clients and assisting with all levels of administrative duties.

The work is at a remote location in a camp setting, the regular shift for this position is 14 days on and 14 days off, with 10-hour workdays. Transportation is provided to site from a pickup point in Terrace or Kitwanga.

### Responsibilities

Reporting to the General Manager or designate, responsibilities include, but are not limited to:

- welcoming and providing introductory information to clients in a professional, courteous, and pleasant manner
- serving as the first point of contact for any inquiries related to site; either through email or phone
- managing the check-in, check-out process for clients; allocating guest rooms and issuing room keys
- ensuring accurate database entry for room bookings
- processing cash and debit transactions, balance cash, complete balance sheets, cash reports and related forms
- assisting in the completion of reports in MS Excel and documentation in MS Word
- verifying inbound and outbound travel manifests; coordinating and communicating scheduling and staffing as required
- assisting in the housekeeping, kitchen and janitorial departments as requested
- adhering to relevant company procedures and policies
- attending toolbox, safety, and other meetings
- performing additional duties as assigned

### Qualifications and experience

- completion of post-secondary education in Hospitality or Business/Office Administration Certificate or equivalent
- minimum of 1 year hotel guest service agent and/or administrative experience required
- advanced proficiency of computer applications including MS Office (Outlook, Word, Excel)
- excellent customer service, organizational, administrative, communication and interpersonal skills
- able to take direction, follow instructions, multi-task and adapt to changing priorities
- able to perform well under pressure
- cross cultural awareness with an understanding of the challenges associated with differences in cultural backgrounds
- a team player who works respectfully and cooperatively with others
- proven commitment to safety, health, and environmental standards

### Conditions of Employment

- pass mandatory pre-employment drug and alcohol screening and fitness for work assessment where required
- valid Class 5 driver's license required
- valid Occupational First Aid Certification (OFA) and WHMIS Certification preferred

**Please apply to:**

Human Resources, Tahltan Nation Development Corporation  
PO Box 250 | IR #9 Hwy 37N  
Dease Lake, BC V0C 1L0  
Fax: 250.771.5454  
Email: [jobs@tndc.ca](mailto:jobs@tndc.ca)

Only applicants selected for an interview will be contacted. Tahltan members are encouraged to apply.