



Job Title	Office Reception and Retail
Location	40 OWL Lane, Foresters Falls, Ontario, K0J1V0
Salary	Starting at \$157.00 / day
Accom / Meal Plan	\$12 day (3 meals/ day, tent platform and staff benefits)

Company

OWL Rafting, est. 1981, is a Whitewater rafting company and resort based out of Foresters Falls in Ontario, Canada. As a part of the tourism industry, we offer guided rafting trips down the Ottawa River. Our season begins mid-May and finishes mid-September.

Job Description

The office and retail store is the communication hub of OWL Rafting. Its primary role is to serve our guests, as well as connect with our other departments. The OWL office is also the home of Cafe OWL, serving simple and healthy snacks and speciality coffees and beverages. We are looking for enthusiastic, team-oriented, and friendly individuals to assist rafters and paddlers before, during and after their day's adventure!

Responsibilities

- Guests' correspondence, reservation administration, and follow up by phone and email
- Merchandising, retail sales, stock and cleaning the store, daily rentals
- Communication with retail suppliers by phone and email
- Manage our retail system and inventory, keeping accurate records
- Process payments, perform accounting and balancing of daily income
- Prepare necessary daily reports
- Prepare daily baked goods and display for Cafe OWL
- Prepare speciality beverages as required from the cafe
- Work collaboratively with other staff and departments at OWL
- Performs other duties as assigned (data entry, maintenance, etc.)

Requirements

- Outstanding written and verbal communication skills (phone and email)
- Ability to work effectively in a fast-paced environment and as a team member
- Interpersonal skills, positive problem-solving skills, punctual and motivated
- Excellent computer and data entry abilities and knowledge
- Process payments through a point of sale system
- Previous experience in retail and customer service
- Demonstrates a passion for outdoor recreation
- First Aid and CPR Certificate (we offer at a discounted rate for employees)
- WHMIS and Health & Safety Certificates (info on how to obtain provided with the job offer)

1 800 461-7238 www.owlrafting.com

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Additional Information

We ask for a **two season commitment** from all new staff for training, and to maintain a quality experience for our guests from season to season. Please check out our [Website](#) and [Employment Page](#) to learn more.

Application

If interested in the position, please complete an [Employee Application Form](#). A resume, cover letter, and references are mandatory. Please do not hesitate to get in contact with us if you have any questions.

Staff Perks

There is so much more to being a member of the OWL Crew besides meaning full work within a fantastic and fun community while living alongside one of the BEST natural playgrounds in Ontario.

- 1 free rafting day trip to give away for part time OWL crew or MKC crew, 2 free day trips to give away for full time OWL crew ***free trips are for friends or family*
- Immediate family can stay in paddler camping for free if coming to visit, max 3 nights consecutive
- 20% off retail (excludes any food items, cannot be combined with other discounts)
- Access to pro deals (order directly from manufacturer for lower prices)
- Raft for free provided there is space in a trip, and you are not working.
- On-Site training and certification courses at a discounted rate ex: First Aid & CPR, Swiftwater Rescue, Transport Canada Marine certifications
- Accommodation and food provided for the summer at \$12/day (all meals)
- Tent platform (10 x 14 ft raised with tin roof)
- Laundry available
- Staff Showers
- Internet connection (WIFI) available around the office
- Staff room with kitchenette and WIFI access
- Use of all OWL facilities (beach, watercraft, sauna, volleyball, etc.)
- 2 staff days: group activity day with all crew (end of June and end of August)
- Employee Pricing at Madawaska Kanu Centre

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