



At Rimrock Banff, we create more than luxury experiences, we create moments that move people. Guided by Wellness, Adventure, and Culture, our people live and work in one of the most inspiring places on Earth, delivering hospitality with purpose and heart. Here, every day brings connection, growth, and unforgettable memories, on and off the clock.

Live boldly. Work with heart. Stay moved.

Expeditions is the heart of adventure at Rimrock Banff, a space where discovery begins, stories unfold, and the spirit of Banff National Park comes alive. More than a concierge desk, it's a hub of inspiration, connection, and exploration featuring curated retail, 2D & 3D maps, and tools for every type of adventurer.

The Adventure Concierge is part connector, part storyteller, and part curator. You will help guests uncover the magic of Banff National Park through authentic, personalized recommendations. Grounded in strong technical knowledge and an appreciation for the landscape, you'll draw from a deep understanding of trails, safety considerations, seasonal conditions, wellness options, and cultural experiences.

What You Will Be Doing:

Guest Engagement & Experience Curation

- Curate meaningful experiences through warm, thoughtful conversation and careful assessment of guest preferences.
- Support pre-arrival communication by preparing personalized itineraries based on seasonal highlights and guest interests.
- Maintain expert-level knowledge of Banff National Park, including trails, safety considerations, cultural touchpoints, and wellness offerings.
- Provide clear and accurate recommendations that align with guest experience level, comfort, and conditions.

- Share relevant resources related to wildlife etiquette, trail safety, activity restrictions, and seasonal hazards.
- Use digital tools, maps, and storytelling techniques to help guests visualize their next adventure.
- Offer intuitive guidance on gear, weather, travel times, and equipment needs, ensuring confidence before departure.

Retail & Brand Experience Support

- Contribute to merchandising and maintaining retail displays within the Adventure Centre.
- Share product knowledge and brand stories to help guests make informed and meaningful purchases.
- Support inventory accuracy by following established systems, receiving shipments, and maintaining visual organization.
- Assist in operating the POS system and completing guest transactions with precision and efficiency.

Operational Excellence

- Maintain accurate documentation related to bookings, vendor coordination, retail inventory, and guest interactions.
- Support departmental systems by following established procedures and contributing to continuous quality improvement.
- Work collaboratively within a structured environment that prioritizes accuracy, consistency, and clear communication.

Collaboration

- Work closely with internal departments including Rooms, Wellness, Food & Beverage, and Marketing to enhance the overall guest journey.
- Build relationships with local guides, tour operators, and partners, ensuring accurate and up-to-date experience information.
- Communicate professionally and efficiently with guests, colleagues, and partners.

What You Bring

- Previous experience in concierge, guest services, adventure tourism, or a similar guest-facing role.
- Strong knowledge of Banff National Park, its trails, seasonal conditions, cultural touchpoints, and safety guidelines, or a commitment to learning quickly.
- Excellent communication and storytelling skills, with the ability to translate information into inspiring, accurate, guest-ready guidance.

- Comfort working in a structured environment where accuracy, consistency, and high quality are essential.
- Strong organizational skills with the ability to manage multiple tasks, inquiries, and details simultaneously.
- Confidence using digital tools, mapping platforms, booking systems, and POS software.
- A genuine passion for connecting with guests and creating thoughtful, personalized experiences rooted in adventure, wellness, and local culture.

Bonus If You Bring

- In-depth local expertise in Banff National Park's backcountry, trails, wildlife, and seasonal patterns.
 - Experience in retail, merchandising, gear knowledge, or lifestyle/adventure brand storytelling.
 - Leadership or supervisory experience in hospitality, tourism, or a guest-facing environment.
 - Familiarity with retail analytics, inventory systems, or merchandising programs.
 - A background in adventure guiding, concierge services, recreation management, or luxury travel.
 - A natural ability to spark curiosity through storytelling, enthusiasm, and local insights.
 - Personal passion for hiking, climbing, skiing, or exploring the Rockies, and a desire to share that passion with others.
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Who You Are

You're a connector at heart, thoughtful, curious, and inspired by the landscapes and stories that make Banff extraordinary. You bring warmth, precision, and a sense of purpose to every interaction. You take the time to understand guest needs deeply and offer recommendations that are not only exciting, but safe, accurate, and rooted in care.

You thrive in environments where structure and creativity intersect. You love delivering polished, high-quality work, and you balance storytelling with clarity, detail, and reliability.

You're energized by helping others discover something meaningful, whether it's their first summit, a hidden hot spring, or a moment of quiet wonder in the mountains.

You lead with authenticity. You inspire discovery. And you believe that even the smallest interaction can turn a guest's day, or their entire journey, into something unforgettable.

Lead with curiosity. Inspire adventure. Stay moved.

Physical Demands

- Frequent walking and standing throughout the Adventure Centre and hotel.
- Ability to lift and organize merchandise or gear up to approximately 25 lbs (11 kg).
- Regular use of computer systems, maps, and communication tools.
- Occasional assistance outdoors with guest orientation, equipment, or wayfinding.

We're committed to providing an inclusive and accessible workplace. If you require an accommodation to perform any aspect of this role, we'll work with you to ensure you can contribute fully and comfortably.

Job Perks & Benefits:

- Comprehensive benefits package (Medical, Vision & Dental) including extended benefits like; Mental Health, Orthodontics, Fertility Drugs and Gender Affirmation for full time permanent status employees.
- Defined Contribution Pension Plan with employer matching up to 5% of annual earnings for full time permanent status employees.
- Employee travel program with discounts on room rates as well as on food & beverage at Accor properties world-wide.
- Access to the Mountain Explorer Travel Program – exclusive room rates for colleagues, which includes 50% off all food & beverage when staying at Fairmont Resorts in Banff, Lake Louise, Jasper & Whistler.
- One complimentary buffet meal per shift in our staff cafeteria.
- Subsidized staff accommodation for full-time status (subject to availability).

At Rimrock Banff, we believe that diversity makes us stronger, and inclusion moves us forward.

Our team is made up of individuals from across the globe, each bringing their own culture, perspective, and story. In a place as naturally diverse as Banff National Park, it's only fitting that our workplace reflects the same richness.

Whether you're on shift or in staff housing, we want every person to feel seen, valued, and free to be fully themselves, regardless of race, culture, gender identity, religion, abilities, sexual orientation, or age.

Inclusion isn't a box we check, it's a value we live. And while we're proud of our progress, we know there's always more to learn, more ways to grow, and more voices to elevate.

