



## **Klahoose Wilderness Resort**

### **Resort Assistant Manager (On Site)**

Reporting to the Resort Manager, the Assistant Resort Manager will assist in leading the incredible team at Klahoose Wilderness Resort and be an ambassador for hospitality and the overall guest experience.

#### **KEY ACCOUNTABILITIES**

- Demonstrated leadership experience with diverse team in a multi-faceted hotel or resort environment. Remote resort experience considered an asset.
- Supervise work by setting clear objectives at all levels - culinary staff, housekeeping staff, maintenance and guest service in the absence of the Resort Manager
- Efficient time management skills to meet demands while ensuring a healthy balance of work and down time.
- Assist in training and developing staff, effective delegation and leading by example. This is a hands-on management role and there is an expectation to know all roles at the property to enable coverage where and when needed.
- Demonstrate positive energy and enthusiasm even in times of added pressure and be able to adjust approach with changing information or situations.
- Adjust scheduling as needed in the absence of the Resort Manager to ensure adequate coverage for all areas of the resort inclusive of food and beverage operations, housekeeping, cultural and wildlife tours, and retail teams.
- Oversight of all safety and sanitation protocols and the ability to guide teams through standard operating practices, always ensuring compliance and leading by example.
- This role requires a highly effective communicator with expertise in both staff and guest relations.
- Committed to learning and growth in a unique environment and a genuine commitment to better understand Klahoose traditional values and culture.
- Has full understanding of emergency procedures with experience in a remote setting being a strong asset.
- Assist with Planning activities and allocates responsibilities to achieve the most efficient operating model.
- The Assistant Resort Manager is responsible for reporting and ensuring all guest files are up to date, addressing outstanding balances before departure, guest concerns/complaints noted and addressed promptly in the absence of the Resort Manager
- Supports the Resort Manager as needed.
- Performs other duties as assigned.

#### **Thrives in a “guest focused and driven” environment by:**

- Ensures information gathered by reservations reaches operations teams and that all special requests are handled efficiently and with care.
- Understanding each guest or group coming to Klahoose Wilderness Resort is expecting a unique custom experience and expectations will vary greatly between each guest.



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- Ensuring the team provides a warm welcome and orientation upon arrival and executing programming flawlessly from arrival through to departure.
- Ensures guests are aware of added optional tours and offerings above the all-inclusive offerings and takes the lead to ensure billing is accurate.
- Continually walking through all areas of the resort ensuring it is clean, maintenance issues are handled efficiently, and both internal and external guests are always well taken care of is an expectation of this role.

### **Ensures compliance with all resort and legislative requirements, guidelines, and laws by:**

- Actively taking part in the resort's environmental program and department specific initiatives in working towards sustainable operations.
- Striving to uphold a safe working environment and is Health and Safety conscious and actively involved in maintaining and improving a safe work environment. Experience with walk through for safety audits and inspections.
- Is well versed in requirements for safety and sanitation, service of liquor, Food Safe
- Promptly aiding in Emergency protocol.
- Maintaining organizational safety standards.
- Continually improving our impact on the environment and greening of operations through support of EMS protocols.

### **Consciously wants to improve the resort operations and its processes by:**

- Identifying maintenance issues and safety concerns, communicating outward for resolve and then oversight of repairs/ process improvements needed.
- Leading by example and actively demonstrating the company's values, mission, code of conduct, policies, and procedures
- Performs additional duties as needed.

### **QUALIFICATIONS**

- Minimum 1-2 years supervisory experience in a hotel or resort, preferably in an all- inclusive remote environment.
- Must have (or willing to obtain) Food Safe 1, Serving it Right.
- Basic working knowledge of vessel safety with SVOP and ROC as assets.
- Knowledge of governmental safety and sanitation regulations
- Excellent communication and people skills.
- Effective decision making and critical thinking skills.
- Demonstrated ability to work within a team: consensus building, negotiation, influencing, and conflict resolution.
- Self-motivated with a cheerful outlook and a consistent display of professionalism.
- Innovative, meticulous, and quality conscious.
- Demonstrated ability to build and maintain relationships with staff, guests, and vendors.
- Working knowledge of the full suite of MS Office products and experience with back-end property management systems.

### **WORKING CONDITIONS:**

- The job requires the incumbent to safely lift items weighing up to 50lbs.





- Occasionally sitting, standing, walking, and climbing stairs
- Exposure to varying temperatures both indoors and outdoors.

### **COMPENSATION PACAKAGE:**

- Competitive Salary and Benefits based on experience.
- Transportation From Powell River or Cortes Island, accommodation and meals provided.
- Flexible working schedule required based on seasonal full-time employment.

### **Application Process:**

If your experience matches the leadership qualities we are looking for, we would like to hear from you. To apply please send a letter and resume to [team@klahooseresort.com](mailto:team@klahooseresort.com).

You must be a Canadian citizen or permanent resident to apply for this full-time opportunity.

Please note that while every effort will be made to reply to all applicants, only short-listed applications will be contacted.



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