



Job Description – Lodge Manager

Overview: The Lodge Manager is responsible for the general overview and day to day operations of the lodge to ensure an unparalleled experience for our guests. Guests are the primary focus of this position from pre-arrival contact to guest check-in and post-trip follow ups. Includes building and managing a lodge team that is the primary point of contact with our guests, operational logistics surrounding the lodge for opening and closing of seasons, managing and reporting of budgets. The ideal candidate will be a motivated self-starter and strong leader with a minimum of two to three years previous experience.

Application

Closing Date June 3rd, 2019

Start Date: July 1st, 2019

Reports to: Director of Business Operations, Director of Operations and Vice-President

Wage: Yearly salary position based on previous experience

Location: Position based out of Revelstoke, British Columbia

Responsibilities

- Effectively managing and directing all aspects of the lodge creating a healthy balance between guest experience, managing budgets and employee engagement
- Develop welcoming experiences that further promotes unparalleled service during our guest stay
- Being a consistent presence on the floor to lead the team and develop guest relationships
- Ensuring staffing plans are well-defined and on track for seasonal timelines. This includes but is not limited to recruiting, hiring, training, and scheduling
- Providing creative and pro-active solutions to guest issues or concerns
- Maintain positive working relationships with all Eagle Pass Heliski teams onsite or at other locations, external suppliers, and governing associations
- Ordering, maintaining, and completing inventory of supplies for the lodge front office, bar and service, and housekeeping departments
- Preparing budgets including reporting of key metrics, performance indicators, and expenses

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Physical Demands

- Light physical work is expected with this job

Proficiencies and Qualifications

- Post-secondary education in hospitality or a related field a definite asset, but not required
- Previous leadership experience in a resort, attractions or boutique hotel environment in combination with 2-3 years fine dining experience
- Experience in hotel management, fine dining, and housekeeping
- Ability to develop and execute programs that have a direct effect on the guest experience
- Comprehensive understanding of fine dining along with a strong background in wine and food knowledge
- Strong organizational and communication skills
- Willing to lead by example with previous hands-on experience
- Comfort and experience delivering direct feedback and communication
- A passion for guest-focused business and working closely with people
- Flexibility, adaptability, and desire to be a productive member of the EPH team
- An ability to speak a foreign language besides English is desirable
- Must be proficient in basic computer use, including MS Office tools with strong written, email and communications skills
- Previous sales, marketing, and operation experience for wedding and corporate events
- FoodSafe, Serving it Right and basic first aid an asset
- Must possess a valid Canadian Passport and Driver's License

Please send all resumes to kiel@eaglepassheliskiing.com

Thank you for your interest in working with us, however, only qualified candidates will be contacted for an interview.