



Lodge Hospitality Manager

SEASONAL FULL TIME

Knight Inlet Lodge is an Indigenous owned world-famous grizzly bear viewing lodge situated in Knight Inlet and the southern portion of the Great Bear Rainforest. Since 1996 Knight Inlet Lodge has facilitated wildlife viewing experiences and eco-adventures for discerning individuals, couples, and families from around the world.

We are seeking a dynamic full-time, seasonal Lodge Hospitality Manager who will provide leadership and contribute to the continued success of Knight Inlet Lodge's bear viewing and eco-adventure viewing programs. If you are a career minded individual with hospitality training and experience, who can inspire others to meet and exceed guest expectations while being highly attuned to risk management practices and efficient operations, then we'd like to explore your fit at Knight Inlet Lodge.

JOB DUTIES:

As the Hospitality Manager, you will be responsible for overseeing all aspects of the lodge operations and maintenance, while adhering to company quality expectations for service and the facilities.

You play a vital role in providing a positive guest experience, ensuring the smooth operation of the establishment, and driving its success. The Hospitality Manager reports to the company General Manager and supervises a staff of approximately 30 lodge employees. You will work cooperatively with the Tour Operations Manager in the delivery of guest activities and scheduling.

OPERATIONS MANAGEMENT:

Responsible for overseeing the onsite day-to-day operations and management of Knight Inlet Lodge. This includes managing guest services operations, food & beverage service, housekeeping, and maintenance. Tour operations will be managed by the Tour Operations Manager.

GUEST RELATIONS:

As the Hospitality Manager you will play a crucial role in ensuring guest satisfaction. You will be the contact person at the lodge for guest inquiries, complaints, requests, and strive to provide exceptional customer service. You will be expected to address guest concerns promptly and ensure that guest experiences meet or exceed expectations. You will be expected to have a close relationship with guests, creating a warm and personalized atmosphere, while also encouraging social interaction among guests.



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STAFF MANAGEMENT:

The Hospitality Manager will be responsible for lodge staff training, and supervision of front desk staff, housekeeping staff, maintenance technicians, and dock staff. You will also work closely with the Executive Chef to ensure smooth operation of the culinary service. You will provide guidance to ensure set performance standards are achieved, and conduct regular performance evaluations. Effective communication and leadership skills are essential for managing a diverse team.

COMPLIANCE AND SAFETY:

Ensure compliance with local, provincial, and federal regulations, including health and safety standards. Implement and enforce policies and procedures related to safety, security, and emergency preparedness. Maintain records, conduct inspections, and ensure adherence to legal requirements.

FACILITIES MAINTENANCE:

As Hospitality Manager you will oversee the maintenance and upkeep of the facilities. You will coordinate with the General Manager, maintenance staff and external contractors to address repairs, renovations, and preventive maintenance tasks.

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ADMINISTRATIVE TASKS:

Through coordination with the General Manager the Hospitality Manager will handle some administrative responsibilities, such as record-keeping, and report generation.

SALARY BENEFITS:

1. Competitive wage negotiable based on training, experience, skills & qualifications.
2. 4% vacation pay.
3. Gratuity sharing program.
4. Float plane transportation between Campbell River and the lodge. Staff are transferred by floatplane to the Lodge through Campbell River, B.C. for every shift, so the ideal candidate must commute to & from Campbell River on changeover days
5. Accommodation and all meals while at the lodge.
6. Shift rotation – 14-days on with 7-days off.



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REALITIES OF WORK:

This is a full-time seasonal position; employment term runs approximately from mid-April through to the end of October.

Preference will be given to candidates who are available to work through the entire season without interruption.

Must be a permanent resident or citizen of Canada.

Please apply with cover letter, resume (listing all training, certifications, etc.), and at least 3 professional references to; gm@grizzlytours.com

We thank all applicants for their interest; however, only short-listed applicants will be contacted.



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