



**HAIDA HOUSE**  
HAIDA GWAII/CANADA

## ***POSITION DESCRIPTION*** ***Lodge Manager –Ocean House***

### **POSITION SUMMARY**

Reporting to the General Manager of Haida Tourism LP, the Lodge Manager manages the day-to-day operations at the ***Ocean House at Stads K'uns GawGa***. The Lodge Manager builds and nurtures a high performing team that delivers an exceptional guest experience. This position has overall responsibility for quality, service, achieving financial targets and risk management while demonstrating superior leadership and well-rounded management skills.

### **KEY DUTIES AND RESPONSIBILITIES**

Hires, trains and builds a high-performing team of staff fulfilling a variety of roles within the lodge. Ensures all positions are filled and remain filled throughout the season to ensure an efficient operation and positive guest experience.

Inspires and motivates a staff team who are connected to the overall goals of Haida Tourism LP and HaiCo.

Hires staff each season with a goal of filling positions with qualified Haida citizens whenever possible.

Manages seasonal start up and rig down.

Ensures effective staff orientation at the start of the season including training that ensures alignment with practices and policies outlined in the Corporate Management System and Employee Handbook.

As a positive role model for safety, the Lodge Manager facilitates effective safety training and that staff follow safe work procedures at all times.

Ensures communication is effective and efficient throughout the facility as departments must work closely to provide an exceptional guest experience.

Fulfills administrative duties including bi-weekly timesheet and payroll information submission, completing sales and operational reports, etc.

Collaborates with marketing and sales to provide intelligence on customer needs/trends.

Ensures a customer-centric culture within the lodge team.

Nurtures existing guest relationships, responds to questions, deals with complaints and ensures service recovery where necessary to keep relationships strong. Focuses on maximizing repeat, onsite sales.

**Other related duties as required**

## KNOWLEDGE, SKILLS AND ABILITIES

- Ability to hire, lead, motivate and develop a high performing sales team.
- The ability to effectively plan, organize and direct the activities of others to support the achievement of business objectives.
- Demonstrated sound financial knowledge and understanding of how decisions can impact results.
- Intermediate computer skills including Microsoft Office and CRM programs
- Strong communication skills including written, verbal and interpersonal
- Strong problem solving skills
- Ability to manage stress of self and others during periods of challenges due to high occupancy, weather challenges, staffing issues etc. Able to work variable hours based on operational and customer needs.

## TRAINING, EDUCATION AND EXPERIENCE

- 7+ years' experience working in the hospitality industry including experience in Aboriginal Tourism
- Proven track record of providing and role modeling an exceptional customer-centric experience
- Understanding of Aboriginal Tourism and the opportunities within this market.
- Class 5 Drivers License

## WORKING CONDITIONS

- Our lodge manager's work on site 7 days a week through the operating season. Lodge locations are remote and are accessible via aircraft and boat. Guest changeovers are facilitated twice a week and may involve Helicopters, Float Planes or Commercial Crew Boats. Lodge Managers are hands-on and may perform duties both indoors and outdoors.

## CRITICAL SUCCESS FACTORS

Enjoy working within an entrepreneurial environment that is mission focused, results driven and community oriented.

Please submit applications via: [info@oceanhouse.ca](mailto:info@oceanhouse.ca), accepting applications till January.13 2017