



## **Job Description: Hotel Manager**

Location: Shearwater Resort, Denny Island, British Columbia

Employment Type: Full-Time

Reports To: General Manager

### **About Shearwater Resort**

Shearwater Resort, owned and operated by the Heiltsuk Nation, is a premier eco-tourism destination nestled in British Columbia's Great Bear Rainforest. Offering a unique combination of hospitality, marine services, and cultural tourism, the resort is a hub for guests seeking sustainable, nature-focused, and culturally enriching experiences. The hotel provides cozy, rustic accommodations paired with modern amenities to create memorable guest stays.

### **Position Overview**

The Hotel Manager is responsible for overseeing all aspects of hotel operations, ensuring exceptional guest experiences while achieving operational efficiency and profitability. This leadership role involves managing the front office, housekeeping, and maintenance teams, implementing strategies to improve service quality, and fostering a collaborative work environment. The manager will also align the hotel's operations with Shearwater Resort's mission of sustainability, cultural integration, and community engagement.

### **Key Responsibilities**

#### **Guest Services Management**

- Ensure a welcoming and seamless guest experience from check-in to check-out.
- Handle guest inquiries, complaints, and feedback with professionalism and efficiency, fostering positive relationships.
- Implement service quality standards to exceed guest expectations and maintain high satisfaction ratings.

#### **Operational Oversight**

- Oversee all hotel departments, including front desk, housekeeping, and maintenance, to ensure smooth daily operations.
- Implement and monitor operational policies, ensuring compliance with company standards and regulatory requirements.
- Manage room availability, rates, and bookings using Cloudbeds or similar hotel management software.
- Coordinate with other resort departments (e.g., dining, marine services) to create integrated guest experiences.

## **Staff Leadership and Training**

- Recruit, train, and mentor hotel staff, fostering a positive and productive work environment.
- Conduct regular performance evaluations and provide coaching to ensure staff meet service standards.
- Organize ongoing training sessions to enhance staff knowledge of Indigenous culture, sustainable tourism, and customer service excellence.

## **Financial Management**

- Prepare and manage the hotel's operational budget, tracking expenses and identifying opportunities for cost savings.
- Monitor occupancy rates, revenue, and profitability, providing regular reports to the General Manager.
- Collaborate with the finance team to reconcile accounts and ensure accurate reporting.

## **Sustainability and Cultural Integration**

- Develop and promote eco-friendly practices, such as energy conservation, waste reduction, and the use of local, sustainable resources.
- Integrate Indigenous cultural elements into the guest experience, including decor, activities, and storytelling.

## **Health and Safety**

- Ensure the hotel complies with health and safety regulations, including fire safety protocols and hygiene standards.
- Address maintenance issues promptly to ensure a safe and comfortable environment for guests and staff.

## **Qualifications**

### **Education and Experience**

- A degree or diploma in Hospitality Management, Business Administration, or a related field (or equivalent work experience).
- Minimum of 5 years of experience in hotel management or a leadership role in hospitality.

### **Skills and Competencies**

- Strong leadership and team-building abilities with a focus on staff development.
- Excellent organizational and multitasking skills to manage operations effectively.
- Proficiency in hotel management software (e.g., Cloudbeds) and Microsoft Office Suite.

- Financial acumen, including budgeting, forecasting, and revenue management.
- Exceptional communication and interpersonal skills to engage with guests, staff, and stakeholders.
- Familiarity with Indigenous culture and eco-tourism is a significant asset.

### **Key Attributes**

- Passion for creating memorable guest experiences rooted in quality, culture, and sustainability.
- Flexibility to adapt to the unique challenges and opportunities of operating in a remote, seasonal environment.
- Commitment to fostering an inclusive and respectful workplace that aligns with the Heiltsuk Nation's values.

### **Working Conditions**

- Based at Shearwater Resort, Denny Island, BC, in a remote and breathtaking natural setting.
- Full-time role with flexibility required during peak seasons.
- Staff accommodations may be available for the right candidate.

### **Disclaimer**

The above statements are intended to describe the general nature and level of work expected for this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. Additional tasks may be assigned by the General Manager or other members of the leadership team as necessary to meet the operational needs of Shearwater Resort. Flexibility and adaptability are key to succeeding in this dynamic role.

### **How to Apply**

Interested candidates are invited to submit their resume and cover letter to [hr@shearwater.ca](mailto:hr@shearwater.ca) with the subject line "Application: Hotel Manager" Applications will be reviewed on a rolling basis until the position is filled.