

BELLA COOLA HELI SPORTS

- JOB POSTING -

Position Title	Lodge Manager - Chilcotin
Reports To	General Manager
Location	Whistler, BC during the summer. Remote work required during winter months.
Schedule	Full-Time, Year-Round.
Terms	Salaried

Company Overview Bella Coola Heli Sports operates in the glaciated wilderness of BC's central coast. We provide world-class skiing in the winter, and connect our guests with incredible wilderness adventures in the summer. We operate from five remote properties, three of which are in the Tatla Lake region of the Chilcotin's and two which are in the Bella Coola Valley. We boast the largest heli-skiing tenure of any operator in the world and our Himalayan like mountains draw outdoor enthusiasts from around the world.

Our enthusiastic team works hard to play hard, and is dedicated to perfecting the travel experience through the highest standards of hospitality... all with some fun and personality! To thrive here you must love the outdoors and rural living.

Job Description We are looking for an enthusiastic hospitality leader to help elevate and craft the 'lodge life experience' for both our guests and employees. The Chilcotin Lodge Manager will be based out of our Whistler office during the summer months, where they will assist with strategic planning and projects relating to our hospitality program. During the winter months the Chilcotin Lodge Manager will act as the primary coordinator for all employees and the daily operations at our Chilcotin based heli-skiing properties, ensuring effective communication through all departments, and mustering resources as needed to best serve our guests. The Chilcotin Lodge Manager will oversee all aspects of the lodge operations – F&B operations, housekeeping, retail, maintenance, and guest services. The LM must also uphold a number of administrative tasks as it relates to inventory management, guest billing, and human resource management on a basic level.

The Chilcotin Lodge Manager will work closely with a team of Assistant Lodge Managers to uphold the operations across all properties. The ideal Lodge Manager will possess exceptional organizational and communication skills, in addition to being an inspiring steward capable of motivating and leading an enthusiastic team. Charisma, personality, and a genuine passion to make people happy are a must.

Job Duties

- Strategic Thinking – Our company has undergone a great deal of recent growth, and strategic planning to create an improved and sustainable operating plan is required.
- Shaping the Work Environment - Create a positive, healthy, disciplined, and fun lodge atmosphere for our employees.
- Crafting and Upholding Hospitality Standards - Uphold the highest hospitality standards providing constructive feedback and leadership to employees as needed. This is a guest facing role, and it is expected the Lodge Manager will actively engage with guests and FOH duties.
- Inventory Management – Manage operational inventory as directed (retail inventory, F&B inventory, operating supplies, etc)



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- Budgets and CAPEX Planning - Participate in annual CAPEX planning/reviews associated with the needs of our Chilcotin properties. Adhere to provided budgets.
- Human Resources - In alignment with the Company's culture and outlined expectations, lead the recruitment, hiring, training and management of all Chilcotin employees.
- Inter-Lodge Support - Work closely with Lodge Managers from neighboring areas and always lend support, resources, and advice as solicited.

Qualifications and Perks

A Must

- 3+ years experience in a hospitality management role (hotel, resort, or travel, ideally in a remote lodge environment)
- Proficient with Microsoft Office (Word, PowerPoint, Excel, etc), and capable of easily learning new software systems
- Thrives in a highly guest facing position, and able to form lasting relationships with guests and employees
- Exceptionally strong written and oral communication skills
- Must have exceptionally strong organizational skills – both administratively and spatially (attention to detail)
- Be self-motivated and hold high personal standards for performance
- Must be able to work away from home during the winter months (approx. 20-day shifts)
- Applicants must be a Canadian Resident and must reside in the Whistler or Sea-to-Sky Corridor.

Preferred

- Bachelor's degree in Hospitality Management or alternative field with applicable education (Business Administration, Food and Beverage Management, etc)
- Experience in hotel operations (housekeeping, service industry, etc)
- Experience in the heli-skiing or remote lodge industry
- Experience with property management software and inventory management system
- Experience in retail, with exposure to inventory management

Pre-Requisites for Successful Candidates

Strong Work Ethic – Candidates must take great pride in their work, and must be motivated by a challenge. This is a complex operation, with many moving parts. You must be able to work several days in a row and long hours while on shift.

Outdoor Enthusiast – We operate in one of the most rugged and remote areas of British Columbia, and it may not be for everyone. We are looking for wilderness enthusiasts to share in our passion for exploring this incredible region.

Charismatic and Engaging – Our people are our most valuable asset in crafting our guest's experience. You must enjoy interacting with our guests and staff, as our people are crucial for creating a positive lodge experience.

