



## Assistant Resort Manager (On Site)

Reporting to the Resort Manager, the Assistant Resort Manager supports day to day leadership of the team at Klahoose Wilderness Resort and serves as a visible ambassador for hospitality, guest experience, and Klahoose values.

Located in the heart of Desolation Sound and accessible by water or air, approximately one hour by boat from Lund, British Columbia, Klahoose Wilderness Resort is an award winning Indigenous cultural experience that opened in summer 2021. The resort runs seasonally from April to October and offers lodge and cabin accommodation for an average of fourteen guests. All inclusive programs deliver an authentic eco resort experience grounded in Klahoose traditional values, immersive cultural learning, wildlife viewing, and respectful exploration of the surrounding wilderness.

Klahoose Wilderness Resort is proudly First Nations owned and managed by Qathen Xwegus Management Corporation, the Klahoose First Nation business development corporation.

### Key accountabilities

- Provide confident day to day leadership in a multi sided remote resort environment. Previous remote resort experience is an asset.
- Act as the on site operational lead in the absence of the Resort Manager, including staff supervision, scheduling, guest relations, billing oversight, and decision making.
- Supervise and support culinary, housekeeping, maintenance, guest services, retail, and tour teams by setting clear expectations and priorities.
- Assist with staff training, coaching, and development through a hands on leadership approach. This role is expected to understand all operational roles in order to provide coverage when required.
- Demonstrate calm, positive leadership during periods of high demand and adapt quickly to changing conditions.
- Support efficient scheduling and resource allocation to ensure consistent service delivery across all areas of the resort.
- Maintain oversight of safety, sanitation, and standard operating procedures, ensuring compliance at all times through active leadership and example.
- Communicate clearly and professionally with both guests and team members in a remote, close knit working environment.
- Commit to ongoing learning and respectful understanding of Klahoose culture and traditional values. Training and orientation are provided.
- Maintain a strong working knowledge of emergency procedures, with remote response experience considered a strong asset.
- Ensure guest files are complete and current, outstanding balances are resolved prior to departure, and guest concerns are addressed promptly and thoughtfully.
- Support the Resort Manager with planning, reporting, and special projects as required.
- Perform other duties as assigned.

### Guest experience leadership

- Ensure reservation details and special requests are accurately communicated to operations teams and delivered with care.
- Recognize that each guest arrives with unique expectations and ensure the team provides a warm welcome, clear orientation, and seamless programming from arrival through departure.
- Promote optional tours and inclusive offerings while ensuring accurate billing and guest understanding.



- Maintain a consistent presence throughout the resort, proactively identifying service gaps, cleanliness standards, and maintenance needs to ensure guests and team members are well supported.

## Compliance, safety, and sustainability

- Actively participate in the resort's environmental management initiatives and support sustainable operations.
- Promote a strong culture of health and safety, including participation in safety audits, inspections, and continuous improvement.
- Maintain working knowledge of food safety, liquor service, sanitation, and workplace safety requirements.
- Respond promptly and effectively to emergency situations in accordance with established protocols.
- Support ongoing efforts to reduce environmental impact and improve operational practices.

## Operational improvement

- Identify maintenance issues and safety concerns, communicate repair needs clearly, and follow through on resolution.
- Lead by example in upholding company values, policies, procedures, and code of conduct.
- Contribute ideas and solutions to improve efficiency, service quality, and team experience.

## Qualifications

- Minimum of one to two years of supervisory experience in a hotel or resort environment, preferably all inclusive and remote.
- Food Safe Level One and Serving It Right certification, or willingness to obtain.
- Basic knowledge of vessel safety, with SVOP and ROC considered assets.
- Advanced First Aid, previously OFA Level Three, considered an asset.
- Knowledge of applicable safety and sanitation regulations.
- Strong communication, decision making, and problem solving skills.
- Proven ability to work collaboratively and manage conflict constructively.
- Self motivated, professional, and positive in a fast paced environment.
- Detail oriented with a commitment to quality and continuous improvement.
- Ability to build strong working relationships with staff, guests, and vendors.
- Working knowledge of Microsoft Office and experience with property management systems.

## Working conditions

- Ability to safely lift to fifty pounds.
- Combination of sitting, standing, walking, and stair climbing.
- Exposure to varying indoor and outdoor temperatures.

## Compensation package

- Competitive salary and benefits based on experience.
- Transportation from Lund, Powell River, or Cortes Island, with accommodation and meals provided.
- Flexible schedule needed based on seasonal full-time operations.



## Application process

If your experience aligns with this leadership opportunity, we would be pleased to hear from you.

Please send a resume and cover letter to [team@klahooseresort.com](mailto:team@klahooseresort.com).

Applicants must be legally entitled to work in Canada. While every effort will be made to respond, only short-listed candidates will be contacted.

