



Resort Manager (On Site)

Reporting to the General Manager of Qathen Xwegus Management Corporation (QXMC), the Resort Manager will lead the incredible team at Klahoose Wilderness Resort and be an ambassador for hospitality and the overall guest experience.

Located on the traditional lands of the the toq qaymıx^w (Klahoose) People and within the heart of Desolation Sound, the Klahoose Wilderness Resort, is British Columbia's premiere Indigenous cultural experience, which opened its doors in 2021. The resort is located about 45 minutes by boat from Lund, BC or about 60 minutes seaplane flight from Vancouver.

Open seasonally to our guests from May to October, the resort features 4 well-appointed lodge rooms and 3 cabins with more space for family and friends. The great room and dining room have breathtaking views and a new sauna is being added this year. All-inclusive guest packages offer an authentic, eco-resort experience, reflecting the Klahoose traditional values with immersive and respectful exploration of the surrounding wilderness and wildlife. Guest activities include kayaking, stand up paddle board, swimming, wildlife and cultural boat tours, grizzly bear viewing, Heli-hiking (contracted), fishing, yoga, and Indigenous culture activities such as storytelling, songs, and crafts.

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

KEY ACCOUNTABILITIES

- Must have demonstrated experience leading a diverse team in a multi-faceted hotel or resort environment. Remote resort experience considered an asset.
- Supervise work by setting clear objectives at all levels - culinary staff, housekeeping staff, maintenance and guest services.
- Efficient time management skills to meet the demands while ensuring a healthy balance of work and down time.
- Training and developing staff, effective delegation and leading by example. This is a hands-on management role and there is an expectation to know all roles at the resort to be able to provide coverage where needed.
- Demonstrate positive energy and enthusiasm even in times of added pressure and be able to adjust approach with changing information or situations.
- Ensuring efficient scheduling for all areas of the resort inclusive of food and beverage operations, housekeeping, cultural and wildlife tours, and retail teams.
- Oversight of all safety and sanitation protocols and can guide teams through standard operating practices, always ensuring compliance.
- This role requires a highly effective communicator with expertise in both staff and guest relations.
- Committed to learning and growth in a unique environment and a genuine commitment to better understand Klahoose traditional values and culture.
- Has full understanding of emergency procedures with experience in a remote setting being a strong asset.



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- Plan activities and allocate responsibilities to achieve the most efficient operating model.
- Manage budgets/expenses, analyze, interpret financial information, monitor sales, and profit margins.
- The Resort Manager is responsible for all reporting and ensuring all guest files are up to date, addressing outstanding balances before departure, guest concerns/complaints noted and addressed promptly.
- Experience working with operational budgets and assisting to frame capital budgets for the property.
- Performs other duties as assigned.

Thrives in a “guest focused and driven” environment by:

- Ensures information gathered by reservations reaches operations teams and that all special requests are handled efficiently with care.
- Understanding each guest or group coming to Klahoose Wilderness Resort is a unique custom experience and expectations will vary greatly between each guest.
- Ensuring the team provides a warm welcome and orientation upon arrival and executing programming flawlessly from arrival through to departure.
- Ensures guests are aware of added optional tours and offerings above the all-inclusive offerings and takes the lead to ensure billing is accurate.
- Is continually walking through all areas of the resort ensuring it is clean, maintenance issues are handled efficiently, and guests are always well taken care of.

Ensures compliance with all resort and legislative requirements, guidelines, and laws by:

- Actively taking part in the resort's environmental program and department specific initiatives in working towards sustainable operations.
- Has working knowledge of safe boat operation (SVOP and ROC preferred)
- Has working knowledge of expectations for Small Water Systems (certificate for operator preferred)
- Striving to uphold a safe working environment and is Health and Safety conscious and actively involved in maintaining and improving a safe work environment. Experience with walk through for safety audits and inspections.
- Is well versed in requirements for safety and sanitation, service of liquor, Food Safe
- Promptly aiding in Emergency protocol.
- Maintaining organizational safety standards.
- Continually improving our impact on the environment and greening of operations through support of EMS protocols.

Consciously wants to improve the resort operations and its processes by:

- Identifying maintenance issues and safety concerns, communicating outward for resolve and then oversight of repairs/ process improvements needed.
- Conduct regular staff meetings to ensure communication flow and abiding by “Sharing Fearlessly” allowing for honest and collaborative dialogue.
- Identifying capital requirements and communicating requested to the Corporate GM
- Reviews guest feedback and continually makes strides to improve operations and identify areas that need improvement.
- Leading by example and actively demonstrating the company’s values, mission, code of conduct, policies, and procedures
- Performs additional duties as needed.



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QUALIFICATIONS

- Minimum 2-5 years hotel or resort management in a leadership capacity preferably in an all- inclusive remote environment.
- Must have Food Safe 2, Serving it Right.
- Basic working knowledge of vessel safety with SVOP and ROC preferred.
- Knowledge of governmental safety and sanitation regulations
- Excellent communication and people skills.
- Effective decision making and critical thinking skills.
- Demonstrated ability to work within a team: consensus building, negotiation, influencing, and conflict resolution.
- Self-motivated with a cheerful outlook and a consistent display of professionalism.
- Innovative, meticulous, and quality conscious.
- Demonstrated ability to build and maintain relationships with staff, guests, and vendors.
- Working knowledge of the full suite of MS Office products and experience with back-end property management systems.

WORKING CONDITIONS:

- The job requires the incumbent to safely lift items weighing up to 50lbs.
- Occasionally sitting, standing, walking, and climbing stairs
- Exposure to varying temperatures both indoors and outdoors.

COMPENSATION PACAKAGE:

- Competitive Salary and Benefits based on experience.
- Transportation From Powell River or Cortes Island, accommodation and meals provided.
- Flexible working schedule required based on full time employment for seasonal resort.

Application Process:

If your experience matches the leadership qualities we are looking for, we would like to hear from you. To apply please send a letter and resume to generalmanager@qxmc.org.

You must be a Canadian citizen or permanent resident to apply for this full-time opportunity.

Please note that while every effort will be taken to reply, only short-listed applications will be contacted.



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