



Job Description – Lodge Supervisor

About Us: Located in the winter wonderland of Revelstoke, British Columbia, Eagle Pass Heliski aims to provide an unparalleled experience to all involved. We are an efficient team of like-minded individuals found happiest in the mountains, fulfilled by small town living, and are always seeking the next pursuit. We pride ourselves on providing a workplace that is supportive, safe, entrepreneurial in spirit, and most importantly fun.

Job

Overview: The Lodge Supervisor is responsible for all lodge operations during their shift. They ensure all standards of the lodge provide the best experience for guests and staff alike by maintaining and enhancing a clean, safe work environment that fosters excellence in every respect. They lead by example, address all situations in a proficient manner, engage with staff and guests in a professional and friendly manner and delegate all guest related tasks in a timely fashion. They ensure all communication and records (financial or otherwise) are accurate at all times.

Employment

Dates: December 1st, 2021, to end of 2022 winter season

Position

Type: Full-time seasonal position

Reports to: Lodge Manager

Wage: Based on previous experience plus benefit package

Location: Eagle Pass Lodge, 1467 Highway 23 South, Revelstoke, BC

Responsibilities & Accountabilities

- Follow direction from Management Team as a team player to complete all required tasks
- Uphold all brand standards through all interactions including personal appearance and demeanour
- Organise and respond to all guest inquiries, communications and requests in a timely manner
- Explain, complete and file all appropriate guest forms and paperwork

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- Coordinate operations as needed with all members of Eagle Pass to ensure a seamless experience for our guests
- Schedule, delegate and confirm completion of tasks with staff throughout the day
- Inspect all rooms prior to check in and liaise with housekeeping team to ensure all areas have been completed to high standard
- Update all communication channels with new information and proactively inform appropriate staff, e.g. alert kitchen and service staff of any allergies or service changes to accommodate
- Proactively identify guest preferences and communicate to staff members as well as record in guest profiles
- Ensure all financial records and transactions are accurate and up to date
- Diligently train, deliver and foster Eagle Pass core values with staff and guests alike
- Assist in all departments of the lodge as required
- Utilise lodge equipment in a competent and knowledgeable manner
- Execute guest needs in real time including, but not limited to, shuttle service, supplies and activity requests
- Record accurate inventory as required and order additional supplies as needed within budget constraints
- Create, train and follow up daily, weekly and monthly checklists
- Monitor guest satisfaction reports and implement actions to improve results
- Handle, record and follow through with management issues or emergencies that arise in logbook and inform all parties affected
- In-depth knowledge of culinary food and beverage menus as well as products and schedules for guest activities
- Adhere to all company behavioural expectations when interacting with guests
- In-depth knowledge of cleaning supplies and usages, WHMIS and proactively seek out additional knowledge if unsure
- Follow all company safety and security procedures
- Report any maintenance issues, damage or safety hazards in appropriate logs and follow through to rectify in a timely manner
- Review communication log at start of shift and complete at end of shift

Benefits

- Heliskiing when space and conditions allow
- Sleep in your own bed. Eagle Pass is a town-based operation
- Eddie Bauer Staff Uniform
- Discounted rates with EPH suppliers and partners
- Training and certification subsidies



Physical Demands

- A moderate amount of physical stamina and mobility required including ability to reach, carry, kneel and bend
- Ability to lift, push and pull required load (up to 30lbs)
- Standing for long durations

Key Skills and Proficiencies

- Excellent time management skills & the ability to take ownership of tasks to ensure accurate completion
- Experience in training and leading teams an asset
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- Previous accommodations experience at a supervisor level of 1-2 years an asset
- Serving it Right certificate
- Valid BC class 4 Unrestricted driver's license

To Apply

Please send all resumes to suzi@eaglepassheliskiing.com. Resumes will be accepted until until a successful candidate has been found.

Thank you for your interest in working with us, however, only qualified candidates will be contacted for an interview.

Eagle Pass Heliski is an equal opportunity employer. We evaluate qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, and any other legally protected characteristics.