



**Harrison Hot Springs Resort** is currently recruiting for the position of **Housekeeping Manager**.

**About our company:**

Harrison Hot Springs and the Eastern Fraser Valley is a beautiful place to live, work and play. We would love to have you join our amazing team and share the high quality of life that we have come to enjoy.

At Harrison Hot Springs Resort, our guests discover a location unlike any other destination in the world. We know the care and customer service we offer our guests leads to special experiences for them. We endeavour to exceed guest expectations and deliver outstanding products and hospitality services. Even though we welcome thousands of guests each year, we will focus on individuals and what we can do to make them feel like they are at home.

Overlooking Harrison Lake, the Harrison Hot Springs Resort offers the following amenities: five mineral hot springs pools, the Healing Springs Spa, three restaurants and a coffee bar, extensive banquet and catering options, Resort Golf Course and Resort Marina.

**POSITION SUMMARY:**

Responsible for overseeing overall goals for housekeeping, laundry, and seamstress departments are met with regard to payroll budgets, operational supplies budgets, training, and customer service standards. Able and willing to be hands on in each department whenever necessary. Ensure complete guest satisfaction and maintain a high standard of cleanliness at an efficient cost level.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Manage/Supervise approximately 80 associates which includes:
  - Housekeeping Supervisors
  - Room Attendants
  - House Attendants
  - Laundry Attendants
  - Linen Attendants
  - Truck Drivers
  - Seams Persons
- Ensure an equal balance of productivity and quality is consistently achieved.
- Ensure Housekeeping associates maintain a three star lodging service level.

- Ensure all associates are adhering to all resort and company policies and procedures.
- Oversee the scheduling of associates according to business needs and to the Collective Agreement.
- Adhere faithfully to the requirements of the company health & safety rules, instructions, and procedures to ensure that they comply with all and any applicable occupational health & safety legislation as required by law or by policy of the resort.
- Oversee opening procedures and scheduling rooms for daily cleaning accordingly.
- Oversee daily operations of the cleanliness of guest rooms, resort outdoor and indoor pool areas, offices, restaurants, and public areas including Spa and Salon.
- Listen to guest complaints, concerns and follow up with guest recovery.
- Develop, implement and evaluate policies and procedures for the department operation.
- Prepare budgets and monitor on a monthly basis.
- Negotiate with suppliers for the provision of materials and supplies.
- Arrange for maintenance and repair of equipment, machinery and day to day situations.
- Approve and manage payroll expenses on a daily basis.
- Apply Human Resources management skills such as recruitment selection, interviewing, training, counseling, and evaluating performance.
- Manage monthly inventory on all applicable stock necessary for the department.
- Work closely with the Accounting Department regarding invoices, purchase orders, inventory, budgets etc.
- Participate in all resort property inspections, including guest accommodation rooms for deficiencies and upgrades.
- Schedule department and interdepartmental meetings with entire or selected associates as needed.
- Communicate effectively with all necessary departments.
- Handle administrative tasks.
- Be the Manager on Duty (MOD) periodically.
- Some stress resulting from the need to manage within legislative, budgetary, and time constraints on a regular basis. Must be able to deal with problem solving situations, and make judgment decisions. Must be able to deal with issues arising from guest complaints (internal and external) in a timely manner using problem solving and de-escalating techniques.
- Flexible to a changing schedule due to business volumes and requirements within the Housekeeping Department.
- Complete all requested additional job related duties as assigned.

### **EDUCATION, EXPERIENCE AND SKILLS REQUIRED:**

- University degree or college diploma in hotel management, tourism or related discipline.
- Workplace Hazardous Materials Information System (WHMIS) certificate, or willing to obtain.
- Minimum of three years' experience in a senior supervisory position in a busy Housekeeping department.
- A strong background in management in a unionized environment.
- Occupational First Aid Level III would be an asset.

- Experience with room forecasting and budgets.
- Experience with property management systems.
- Extensive customer service, communication, organization and analytical experience.
- A strong understanding of the industry environment and culture there previous experience in a resort environment is preferred.
- An equivalent combination of education and experience will be considered.
- Intermediate computer literacy is required, including Microsoft Office, Internet and e-mail.
- Professional attitude.
- Highly motivated and self-directed.
- Excellent listening, problem analysis and problem solving skills.
- Maintain the utmost confidentiality with discretion.
- Work well under pressure, remain calm, have a positive attitude and is a team player.
- Moderate accounting skills.
- Ability to prioritize and delegate as necessary.
- Ability to create, decipher, and understand contracts and documents.
- Demonstrate sound judgment, tact and diplomacy
- Effective interpersonal and communication skills both, written and verbal, in the English language
- Ability to write business correspondence, reports, memos and other documents.
- Ability to present information to groups of guests, employees, suppliers or managers of the resort.
- Ability to teach and train others is a valuable asset for this role.
- Being multi lingual is an asset.

Interested, qualified candidates are invited to submit their resume and cover letter to [hshsr@harrisonresort.com](mailto:hshsr@harrisonresort.com) or facsimile at 604-796-4712.

We thank all candidates in advance for your interest in our resort; however, only those qualified candidates will be contacted.

Check us out online at [www.harrisonresort.com](http://www.harrisonresort.com).