



# CALLAGHAN COUNTRY

*Routes of wilderness*

## Position Description

<b>Title:</b>	<i>Live-in Lodge Host(ess) / Caretaker</i>
<b>Status:</b>	<i>Full time, seasonal (December 1 – April 15)</i>
<b>Reporting to:</b>	<i>General Manager / Operations Manager</i>
<b>Remuneration:</b>	<i>Salary commensurate with experience and includes room &amp; board at Journeyman Lodge</i>
<b>Location:</b>	<i>Journeyman Lodge, Remote Location (trail access only) Callaghan Valley, BC</i>

### Company Information

Callaghan Country Wilderness Adventures is a winter adventure centre located in the Upper Callaghan Valley. It is a 20 minute drive south of Whistler, BC (45 min. north of Squamish, BC). Part of the Ski Callaghan experience, our customers can enjoy a variety of winter recreation activities including alpine ski and snowboard touring, Nordic skiing, and snowshoeing...all self-propelled from our cozy staging facilities at the Alexander Falls Base Area. In the heart of Callaghan Country is the deluxe Journeyman Lodge – an intimate backcountry Inn that can host up to 22 people. Both our lodge and day guests represent a wide range of winter recreation enthusiasts: from never-ever beginners to highly skilled and savvy mountain adventurers. At Callaghan Country we embrace everyone who walks through our doors, always mindful of our intention to evoke the spirits of CHALLENGE, INSPIRATION, and ENRICHMENT in nature's beauty.

### Overview

As the Lodge Host, it is your job to make sure that every guest has an incredible stay at Callaghan Backcountry Lodge. Your additional function as Lodge Caretaker assigns you full responsibility for Journeyman Lodge operations both inside and out. Beyond daily housekeeping and meal delivery routines, you will be accountable for efficient snow clearing, luggage transfers, and food order delivery systems. The role is labour intensive and requires a high level of responsibility.

It is your attention to detail and your commitment to first-class service and hospitality that will add the finishing touch to the entire Callaghan experience. You are passionate about the backcountry experience, and you enjoy sharing the experience with the guests. You make each guest feel welcome and strive to make them feel special, comfortable, relaxed, safe, taken care of, and generally, right at home. You recognize that each guest is an individual and has unique needs, values, and behavior styles. It is your mission to understand and learn about each guest so that you can find ways to add value to their individual experience. You recognize that some guests may seem 'high maintenance,' but you see these people as an opportunity for you to practice your patience and understanding so that you can contribute positively to their vacation.

You are a true people person, yet you thrive on the challenge of living in a remote location for long periods of time. You are adventurous and you love the outdoors. You are an independent self-starter, a hard-worker, and a team player. You have a keen eye for detail and you take the initiative to do what needs to be done to ensure that each guest has an incredible time in Callaghan Country. You are passionate about providing amazing hospitality to each and every guest.

### Key Accountabilities/Deliverables

### *Guest Service / Hospitality (45%)*

- Perform as the key host character of Journeyman Lodge and general ambassador for Callaghan Country Wilderness Adventures with all guests, shareholders, media reps, and industry partners
- Warmly welcome each guest or group of guests to the lodge and give a lodge orientation tour (show them the slippers, instructions about lodge systems, water usage, our recycling efforts, etc.)
- Maintain professional personal grooming and attire standards at all times
- Ensure that the lodge is clean, warm, and inviting before the arrival of all guests (fire going, hot drinks available, hot food waiting, etc.)
- Demonstrate high levels of energy and enthusiasm for the Callaghan Country experience including appropriate application of product knowledge when offering itinerary ideas and suggestions to guests. If you don't know the answer, tell the guest that you don't know, and then take it upon yourself to find out the answer.
- Keep track of all Lodge rental equipment, assign equipment to individual guests using rental equipment tracking forms, and provide instruction on usage to those guests requiring it
- Consistently interact with each and every guest in a friendly, professional, and caring manner, careful to treat each guest with the utmost respect and courtesy
- Actively promote guest engagement, encouraging feedback, participation in social media reviews, and repeat visitation
- Make sure that all guests are aware of the photo album and guest book, and that they are asked to sign the guest book and send us photos to add to the album (and on-line album)
- Be well versed in each of Callaghan Country's adventure packages and programs so that you are in a position to 'soft sell' the whole spectrum of experiences
- Ensure that all beds and rooms are prepared to Callaghan Country's quality standards prior to guest arrival - this is especially important when the pull-outs are being used.
- Resolve guest complaints with care and follow through
- Seize opportunities to recover and enhance services, seek out opportunities for service innovation

### *Facility & Operations Maintenance (25%)*

- Provide overall supervision of Journeyman Lodge – ensure safety, security, proper function, and cleanliness of all buildings
- Manage routine property and equipment maintenance including pump house, water line, window cleaning, generator fueling and continuous snow clearing
- Maintain a clean and welcoming lodge interior, assisting with the duties outlined on the lodge housekeeping checklist on a daily basis. Be available to assist Lodge Housekeeper at all times
- Accountable for effective waste management (garbage/recycling/composting) and pest control
- Perform exterior lodge maintenance such as regular snow shoveling and roof clearing
- Perform daily luggage and supply transfers by snowmobile between Journeyman Lodge and Alexander Falls Base
- Continuous maintenance of snowmobile equipment for personal, guest, and supply transportation
- Accountable for the maintenance of general lodge systems and procedures (propane & wood heat, water treatment, outdoor generator, waste & pest control)
- Assist in minor snow-grooming and trail upkeep

### *Teamwork / Communication (15%)*

- Attend weekly team meetings every Friday morning with enthusiasm and active participation
- Train and supervise lodge team members in guest services and front-line professionalism
- Monitor team communication tools and relay messages as required
- Promote and maintain a positive working relationship with all Callaghan Country team members that will reflect a 'working family' atmosphere to our guests
- Support management and fully implement its policies and procedures conducting yourself as a role model for other team members
- Communicate any guest room/transportation upgrades to the Adventure Coordinator so the correct charges can be applied to the account
- Ensure all company forms and documents are submitted directly to the appropriate team member with record of transmission

- Proactively learn about the workloads and rhythms of all other team members so that you may conduct your communications and requests both respectfully and effectively
- Seek out opportunities to help others and share workloads and to ask for help when it is needed, so that the quality of the guest experience is never compromised
- Report all notable issues and solutions to management

#### *Food & Beverage (10%)*

- Assist Chef with meal planning, prep, and inventory control
- Receive and transport food orders from Alexander Falls base facility to Journeyman Lodge
- Assist in the execution of Breakfast & lunch service, preparation of soups, salads, fresh baked breads, cookies, muffins, squares, and other food items in discussion with lodge Chef
- Manage front of house dining services including the preparation of dining room, seating of guests, providing menu knowledge, serving multiple courses, and clean up
- Record any details of food preferences or other points of interest and communicate them to the Adventure Coordinator so that they may be added to the guest's permanent profile
- Maintain kitchen and equipment to standards compliant with licensing laws, health and safety and other statutory regulations (industry grade kitchen and dishwasher)

#### *Risk Management (5%)*

- Participate fully during the training process and take full responsibility to build a strategy for effectively coping with apparent knowledge/skill gaps
- Ensure that you are well versed in Callaghan Country's safety procedures and are proficient in the use of its safety equipment
- Ensure that you are well versed and prepared to engage in Callaghan Country's emergency response procedures
- Report any unsafe conditions or scenarios to management and work directly with them to follow through with a suitable solution

### **Position Requirements**

- Must have own transportation
- Lifting or moving up to 80lbs will be required
- 'Big' personality with engaging character (epic storytelling skills an asset)
- Confident with property maintenance and issue troubleshooting capacities
- Confident in guiding guest snowmobilers for transportation purposes (group management)
- Essential to personally enjoy/have familiarity with outdoor pursuits such as Nordic Skiing, Snowshoeing, and Alpine Touring
- Must be a self starter with the ability to work in a team environment, take initiative, assess priorities and multi-task, competently
- Will perform a variety of activities with a high level of accuracy within an, often, high-stress and fast-paced work setting (reliably, during peak periods such as the Christmas Holidays)
- A collection of professional references will be required prior to final interviews
- Personal time commitment to a full season contract with Callaghan Country

#### *Education/Experience*

- First Aid Certified (minimum 40 hr course)
- Previous hospitality / lodge hosting experience and asset
- Previous experience in wilderness expeditions/remote camp work an asset
- Proven background: Minimum 3 yrs operating and maintaining personal recreation machinery
- Proven background: Minimum 2 yrs working in frontline service role
- Proven background: Minimum 1 yr working in a similar role overseeing operations and facility maintenance
- Demonstrated initiative in community and volunteer endeavors

### *Core Competencies*

- **CHARISMA** Warm and disarming personality that can inspire interest and engagement in others.
- **SERVICE EXCELLENCE** Implies an inherent passion to identify, relate, and serve guests, focusing one's efforts on discovering and exceeding their needs, every day.
- **TEAMWORK** Demonstrates the ability to work cooperatively, participate fully, communicate clearly, involve and encourage others, contributing to a cohesive team environment.
- **TENACIOUS ENDURANCE** Proactively responds to constantly changing and demanding workloads. Able to work long hours in a remote wilderness setting with limited access to traditional communication or social life.
- **RISK ASSESMENT/JUDGMENT** Aware of your surroundings at all times and confidently make decisions to minimize risk to you and to company equipment.
- **GUMPTION** Identifies a problem, obstacle or opportunity and takes appropriate action wherever necessary.
- **EMOTIONAL INTELLIGENCE** Self-aware with tools to effectively control, and express your emotions and handle relationships judiciously and empathetically. Able to work and live very closely with other staff members and guests.
- **PHYSICALLY FIT** Ready to exert physical effort in transporting equipment and wares, enduring repetitive physical movements and tasks.
- **MECHANICALLY INCLINED** Quick to complete rudimentary repairs and able to understand, plan, and execute more routine maintenance of facilities/properties

### *Apply*

- Please send your resume and cover letter to [crew@callaghancountry.com](mailto:crew@callaghancountry.com)
  - Feel free to contact us by telephone with any questions: **604-938-0616**
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