



CLAYOQUOT WILDERNESS RESORT  
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| <b>Job title</b>  | Director of Rooms |
| <b>Reports to</b> | General Managers  |

At **Clayoquot Wilderness Resort** we are committed to encouraging and developing our colleagues, in a world class Relais & Châteaux Resort environment. We value diversity and equal opportunity, employing top talent from around the globe. Applicants must be eligible to live and work in Canada.

**Clayoquot Wilderness Resort** (“CWR”) is located within the UNESCO designated biosphere reserve of Clayoquot Sound, within the Bedwell river basin where it feeds into the Pacific Ocean, boarded by Strathcona Provincial Park and Ahousaht First Nation Territory. An environment steeped in nature and home to some of the last remaining original temperate rainforests on the planet, one of the most densely populated wildlife corridors in the world.

**Summary of Role**

An exciting opportunity has arisen for a highly talented and passionate Director of Rooms Division. We offer a seasonal contract from April 15 to end of September 2019. The scope of the position might change at the end of the current season and the candidate might develop into the role of Executive Assistant Manager Rooms within 1-2 years and be offered a multi-year contract. During CWR’s off-season, October-March, the candidate might be employed at a sister property.

The position is based full-time onsite (remote location) from April 15 until September 30, 2019. It is suited for a single person, unless the partner, with skillset and background that meet one of our current job openings, can also be hired at the resort. See [www.wildretreat.com/careers](http://www.wildretreat.com/careers). No children.

Salary and bonus depend on the experience of the candidate. The package includes accommodation at the staff village and full board during the operational season, as well as boat transfers to and from Tofino, BC, on arrival, departure and days off.

The main purpose of this role is to provide strategic leadership and direction to ensure that the Rooms operation achieves set goals and contributes positively to the guest experience and overall profitability of the resort while maintaining CWR standards at all times.

The Director of Rooms is responsible for the oversight and coordination of Front Desk Operations and Housekeeping/Laundry Operations. Responsibilities include leading and directing the team to maintain and exceed highest quality standards on a daily basis. These standards should be met by leading, training, developing, communicating, and motivating team members whereby the results that are achieved are in accordance with the goals and objectives, performance and quality standards established by the Clayoquot Wilderness Resort General Management team. The Director of Rooms is responsible for scheduling, budgeting, training, cost containment, inventories, ordering, cash handling, analyzing data, forecasting, filing incident/accident reports, completing CWR reports, and developing the overall operation.

### **Key Responsibilities**

- Actively participate and contribute to all Housekeeping and Front Desk departments daily functions to ensure that the highest level of service is being delivered throughout the resort at all times.
- Plan daily activities for the Housekeeping Team and Front Desk team, depending on the rhythm of the season, change-over/stay-over days, make-up/turn-down service, schedule the roster accordingly and efficiently.
- Ensure that the departments are fully staffed at all times as per the staffing budget.
- Coordinate induction and training of starters in the department.
- Identify training needs of the departments and implement a training plan in conjunction with the General Managers.
- Lead the team by example, developing trust, constantly motivating to achieve an exceptional quality of productivity, and infusing problem-solving attitude and formidable attention to detail.
- Strive to streamline operations and make them as environmentally sustainable as possible, in keeping with CWR's philosophy.
- Manage the Human Resources in the Rooms Division in order to attract, retain and motivate the employees. Hire, train, develop, empower, coach and counsel, conduct performance and salary reviews, resolve problems, provide open communication, discipline as appropriate, ensuring proficiency and a high level of morale throughout the season.
- Train and empower team members to exercise good judgment to make profitable business decisions.
- Ensure that all coworkers follow Occupational Health and Safety standards and procedures.
- Ensure that all coworkers abide by the Resort policy and procedures.
- Takes corrective actions when required to improve safety in work areas.
- Ensure that all colleagues are not discriminated and are being treated fairly as outlined in their terms and conditions of employment, ESA standards and company policies and procedures.
- Support and actively participate in the planning and execution of the Resort overall staff development and retention efforts.
- Respond to any changes in the department positively and as dictated by the directors of CWR and General Managers.
- Attend daily communication meetings with the department heads.
- Report challenges, issues, risks for the departments and/or for the operation, and work collaboratively to provide actionable solutions.
- Communicate to General Managers any additional concerns that need to be addressed.

- Share and celebrate achievements.
- Compile Standard Operating Procedures for the departments and ensure that they are continuously updated and all team members are aware of them.
- Provide overall guidance and feedback to team members to ensure that work activities are properly completed.
- Conduct daily rooms inspections in the following areas: Guest Tents, Housekeeping Back-of-House Areas, Common Areas including the Restaurant, the Lounge, the Spa, the Amenities Tents and the offices open to public. Ensure that the necessary follow up work of the area(s) inspected is completed or communicated to the other teams concerned (e.g. Facilities and Operations, Reservations, F&B, Spa, Activities).
- Initiate daily quality spot-checks and carry out follow-up on findings.
- Welcome all guests upon arrival and departure, and participate in Incoming Guest Orientation.
- Be an ambassador of CWR culture and philosophy in all its aspects in the interactions with guests, internal clients, third party partners and vendors.
- Anticipate guest needs and strive to meet and exceed their expectation, consistently driving innovative ideas to maintain a very high bar for every guest encounter.
- Ensure that the privacy and security of in-house guests are maintained by the team at all times.
- Handle customer complaints effectively in close liaison with other departments, and resolve them as appropriate to maintain exceptional level of customer satisfaction.
- Perform special projects and other responsibilities as assigned.
- Approve all Rooms Division purchase requests.
- Develop, recommend, implement and manage the Rooms Division's seasonal budget, business plan, forecast and objectives to meet/exceed Management expectations.
- Assist in the compilation of weekly and monthly sales and consumption statistics.
- Ensure adequate supplies and materials are in stock and the department is operating according to budget.
- Administer an overall effort of accountable areas towards control of cost and expenses without compromising the guest experience so as to maximize efficiency, productivity, departmental profitability and retention.
- Formulate a capital expenditure plan for next year according to the needs of the department.

### **About You**

In order to be considered for this role, the essential qualifications and skills required are:

- A Bachelor's degree or equivalent diploma in Hotel Management or Business Administration.
- 5-10 years preferred years of experience in a hotel or resort environment. At least 2 years experience in a position of direct responsibility as Director of Rooms or Operations Manager within luxury hotel/resort. It is preferable to have previous experience in Housekeeping and knowledge of all the various functions performed by Front Desk (concierge, reception, guest relations).

- 2 years in leadership positions at properties similar to Clayoquot Wilderness Resort: remote 5\* resorts, high end luxury brands or properties affiliated with Relais & Châteaux, SLH or LHW.
- Ability to live and work in a remote destination.
- Ability to thrive in a wilderness resort and infuse guests and coworkers with passion and enthusiasm for Mother Nature and its gifts.
- Full proficiency of Property Management Systems, and working knowledge of POS system interfaces.
- Expert knowledge of cleaning equipment such as washers, dryers, and presser.
- Knowledge of OSH and safety standards within the Housekeeping department.
- Excellent written and verbal English skills.
- Excellent verbal and written communication skills.
- Computer literacy.
- Strong financial knowledge as it relates to forecast/ budget for revenues and expense lines.
- Ability to demonstrate highly developed Rooms Management and Leadership skill set.
- High degree of intelligence and emotional intelligence.
- Proactivity: takes initiative and works through obstacles, taking personal responsibilities for results.
- Sharing of CWR's guiding principles: teamwork, respect, innovation, people focus, integrity, social and environmental sustainability, and continuous growth.
- Awareness and sensitivity to the concept of luxury and quality.
- Confidence with guest interactions. Responsive and genuine with guests and colleagues.
- Ability to anticipate guest needs.
- Ability to change goals and direction quickly and to juggle multiple concurring priorities.
- Ability to multi-task and plan work for the day, week and month for self and others.
- Ability to lead, train, supervise work of department staff, assist with scheduling, employee guidance and direction.
- Resilience to work well in highly stressful situations and to effectively lead, provide guidance to guests and staff or resolve concerns or other critical issues.
- Ability to effectively deal with major emergencies or other unforeseen events.