



## **GUEST SERVICES SUPERVISOR - CONTRACT**

### **Overview**

Camp Fircom is an overnight, environmental retreat centre located on 120 pristine acres on Gambier Island in the Howe Sound. Since 1923, Fircom has been providing engaging, relaxing outdoor experiences in this rural location only one hour from downtown Vancouver. We offer exceptional group getaways ranging from corporate retreats, weddings, church retreats, youth camps, and vacation rentals. The camp is accessed by a short 20 minute water taxi ride from Horseshoe Bay, West Vancouver.

### **Role**

The Guest Services Supervisor will be a key member of a dynamic staff team. As acting supervisor when the Rentals Manager is not on site, they will lead the rental staff, and liaise with other departments, to create seamless, quality guest experiences. The right candidate will be detail oriented, highly organized, with strong communication skills. When the Rentals Manager is on site, they will provide support and leadership to rental staff creating a cohesive team dynamic. The nature of the work will be fast paced with multi-tasking skills paramount during large scale events or multiple groups on site coordination.

During down times, this role will work with the Rental Manager to review and improve rental systems. The Guest Services Supervisor will lead and develop rental staff training modules and depending on the candidates interest, opportunities are available to develop programming skills as desired (canoeing, kayaking, SUP, archery, etc.). This role will stay at camp for five days per week from April until October, 2016. The schedule will be Wednesday to Sunday, with some flexibility for weekends off throughout the season, or modification based on group needs.

### **Requirements**

- Two years of hospitality industry experience, including supervision
- Strong knowledge of MS Office Suites, Google products.
- Valid driver's license
- Ability to carry/lift up to 50 pounds and strong physical condition
- Level 2 criminal record check with vulnerable sector search
- Fluent English, exceptional written and verbal communication
- Demonstrated ability to work independently and within a team
- Ability to organize and prioritize tasks and possess strong attention to detail

### **Assets**

- Occupational First Aid
- Programming experience: canoe, kayak, SUP, archery, games, crafts, etc.
- Experience in a remote hospitality setting

### **Fircom provides to its employees**

- Transportation from Horseshoe Bay to Fircom and back each week by boat
- Complimentary room and board (the food is delicious and healthy)
- Access to numerous hiking routes, water sports equipment, and other activity areas
- Staff uniform
- Sharing of clients tips for weddings
- Working with a super fun staff team – camp is the best place on earth to work!
- Competitive wage based on experience.

### **How to apply**

Please email your resume and cover letter as one document to Margo Dunnet, Rentals Manager, at [info@fircom.ca](mailto:info@fircom.ca), and state your salary expectations. Position will remain posted until filled.