



Friendship House Association of Prince Rupert



Pioneer Inns - Job Posting

The Friendship House Association of Prince Rupert is currently accepting applications for a **Hotel General Manager** at our Pioneer Inns location. The Pioneer Inns is cozy and charming accommodations in the beautiful Prince Rupert Cow Bay Area. If you are friendly, innovative and interested in joining our dynamic, award winning team-please apply to the reception office of the Friendship House no later than:

Position: Hotel Manager
Term: Full-time; Variety of shifts including mornings, evening, & weekends.
Offers competitive wage package.

Responsibilities:

We are a boutique style Inns/Hostel with a variety of diverse accommodations, and are seeking an experienced, hands-on, front line Hotel General Manager. The ideal candidate will understand the importance of team, with an eye for detail in all areas of limited service, like frequent guest contact, and want to be very visible behind the front desk, and lobby. As a General Manager, you want to be self-motivated and a dedicated leader who can manage your team, working along-side them in all areas, while promoting the culture and values of the Friendship House organization, and Pioneer Inns. You should be a 'Jack of all trades' hotel management professional who can manage details of front office, housekeeping, and maintenance. In addition, it is important that you display excellent communication skills, as well as a dedication to proven exceptional customer service. You are fluent with hotel operating cost rational, hotel financial statements, and preparation for annual audit; while reporting to and working with Administration Team of the Friendship House organization at all times.

Duties:

- Setting & achieving sales & profit targets
- Driving revenue; yield management
- Training, monitoring staff; build hospitality culture
- Planning work schedules for individuals & team
- Meeting & greeting customers;
- Working on the front desk, as required
- Working in housekeeping as required
- Dealing with customer complaints and communications
- Addressing problems & troubleshooting;
- Training in all departments
- Supervising maintenance, supplies, renovations, furnishings;
- Ensuring security is effective;
- Carrying out inspections of property & services
- Manage cyber reputation

- Controlling costs, reporting to Friendship House Administration at all times; budgeting

Qualifications:

- Working knowledge of Microsoft programs, & hotel software
- Driver's license a must
- Strong communication and facilitation skills with individuals and groups.
- Must successfully pass Criminal Record Check
- Knowledge & experience in working with public
- Friendly, high energy, personality
- Excellent interpersonal and communications skills
- Organized
- Able to devote the time it takes to be successful
- Works independently and as part of team
- Analytical problem solver
- Good with numbers, finance background essential
- Diploma and/or degree in hotel management or related field
- ****Please only respond if you have Hotel Front Office Management Experience**
Required-minimum of 2 years

Submit resume, cover letter and 3 local references to:

Receptionist in person, or reception@friendshiphouse.ca

Executive Director; execdirector@friendshiphouse.ca

744 Fraser Street Prince Rupert, BC

We thank you for your interest in the Friendship House, but only those shortlisted will be contacted.
