

Accommodation Manager - Job Description

Job Summary:

The Accommodation Manager is responsible for overseeing lodging and housing operations in a designated remote accommodation facility, ensuring high-quality accommodations for employees, guests, or clients. Understands they act as ambassador of the Taku Corp brand and Taku River Tlingit Nation as a whole. This role involves managing housekeeping, maintenance, and guest services while coordinating with vendors and adhering to company policies and safety regulations.

Key Responsibilities:

- **Operations Management:**
 - Supervise daily operations of remote accommodation facilities, including housekeeping, maintenance, and front desk services.
 - Ensure compliance with company policies, health and safety regulations, and local laws.
 - Oversee inventory and ordering of supplies, furniture, and equipment.
 - Monitor facility cleanliness and maintenance, coordinating repairs as needed.
 - Ensure compliance with Food Safety and Sanitation standards
 - Knowledgeable and able to perform culinary and lodging duties as required
- **Team Supervision & Leadership:**
 - Lead and manage accommodation staff, including housekeeping, kitchen, and maintenance personnel.
 - Provide training, performance evaluations, and scheduling for staff members.
 - Accountable to train and educate staff on Food Safety and Sanitation Programs
 - Foster a positive work environment, ensuring high standards of customer service.
 - Model expected staff conduct with commitment to quality and guest experience
- **Guest & Employee Services:**
 - Address guest and employee concerns promptly, ensuring a comfortable and safe stay.
 - Implement and monitor guest service standards, including check-in/out procedures.
 - Coordinate room assignments based on company policies and employee/guest needs.
- **Logistics & Coordination:**
 - Work closely with transportation, food service, and security teams to ensure seamless operations.

- Maintain accurate records of occupancy, room conditions, and work orders.
- Assist in budget planning and cost control for accommodation operations.

Qualifications & Skills:

- Previous experience in hospitality, remote accommodations, or camp services management.
- Strong leadership and team management abilities.
- Excellent organizational and problem-solving skills.
- Knowledge of health and safety regulations in remote accommodations.
- Proficiency in inventory management and basic budgeting.
- Technical competence within MS Office suite programs (Word/Excel etc.)
- Ability to work in remote locations for extended periods.
- Strong communication and customer service skills.
- Familiarity with property management systems (PMS) or similar software is a plus.

Work Environment & Conditions:

- Typically based in remote locations such as mining sites, oil & gas operations, construction camps, or remote resorts.
- Work may involve long hours, rotational shifts, and extended stays on-site.
- Requires adaptability to varying weather and environmental conditions.