



Job Description – Lodge Supervisor

About Us

Located in the winter wonderland of Revelstoke, British Columbia, Eagle Pass Heli strives to provide remarkable, unparalleled experiences to our guests and staff. We are an efficient team of like-minded individuals found happiest in the mountains, fulfilled by small town living, and are always seeking the next pursuit. We pride ourselves on providing a workplace that is supportive, safe, entrepreneurial in spirit, and most importantly fun.

Job Overview

The Lodge Supervisor is responsible for all lodge operations during their shift. They ensure all standards of the lodge provide the best experience for guests and staff alike by maintaining and enhancing a clean, safe work environment that fosters excellence in every respect. They lead by example, address all situations in a proficient manner, engage with staff and guests in a professional and friendly manner and delegate all guest related tasks in a timely fashion. They ensure all communication and records (financial or otherwise) are accurate at all times.

Employment Details

- Dates: November 1st, 2023, to the end of the season (historically, end of season is mid-April)
- Type: Full time, seasonal
- Reports To: Director of Hospitality & Lodge Operations
- Compensation: Starting at \$23.00/hr
Eligible for a seasonal bonus, based on performance
- Benefits: EPH Staff Uniform
Staff Heli-Skiing (1 day guaranteed, additional days based on performance)
Discounts with EPH suppliers and partners
Training & Education Subsidies
Paid training, lunch, and breaks.
- Work Location: Primary: Eagle Pass Lodge, 1467 Highway 23S, Revelstoke (10min from downtown)
Secondary: may include Day base and Office locations on occasion
- Physical Demands: May require the ability to lift up to 30 lbs
Standing for long periods

Roles and Responsibilities

EPH bases our roles and responsibilities on the Driver, Authorizer, Contributor, Informed (DACI) model. The Client Relations Lead will be expected to fulfil the role as follows.

www.eaglepassheliskiing.com info@eaglepassheliskiing.com

Phone: +1.250.837.3734

Toll Free: 1.877.WAY.DEEP

Post: Box 2555, Courier/Office: 309 Mackenzie Avenue, Revelstoke, BC CANADA V0E 2S1

Primary Responsibilities (Driver)

- Follow direction from Management Team as a team player to complete all required tasks.
- Uphold all brand standards through all interactions including personal appearance and demeanour.
- Organise and respond to all guest inquiries, communications, and requests in a timely manner.
- Explain, complete and file all appropriate guest forms and paperwork.
- Coordinate operations as needed with all members of Eagle Pass to ensure a seamless experience for our guests.
- Schedule, delegate and confirm completion of tasks with staff throughout the day
- Inspect all rooms prior to check in and liaise with housekeeping team to ensure all areas have been completed to high standard
- Update all communication channels with new information and proactively inform appropriate staff, e.g. alert kitchen and service staff of any allergies or service changes to accommodate
- Proactively identify guest preferences and communicate to staff members as well as record in guest profiles
- Ensure all financial records and transactions are accurate and up to date
- Diligently train, deliver and foster Eagle Pass core values with staff and guests alike
- Assist in all departments of the lodge as required
- Utilise lodge equipment in a competent and knowledgeable manner
- Execute guest needs in real time including, but not limited to, shuttle service, supplies and activity requests
- Record accurate inventory as required and order additional supplies as needed within budget constraints
- Create, train, and follow up daily, weekly and monthly checklists
- Monitor guest satisfaction reports and implement actions to improve results
- Handle, record and follow through with management issues or emergencies that arise in logbook and inform all parties affected
- In-depth knowledge of culinary food and beverage menus as well as products and schedules for guest activities
- Adhere to all company behavioural expectations when interacting with guests
- In-depth knowledge of cleaning supplies and usages, WHMIS and proactively seek out additional knowledge if unsure
- Follow all company safety and security procedures
- Report any maintenance issues, damage or safety hazards in appropriate logs and follow through to rectify in a timely manner
- Review communication log at start of shift and complete at end of shift



Secondary Responsibilities (Contributor)

Tertiary Responsibilities (Informed)

Eagle Pass Heliski is an equal opportunity employer. We evaluate qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin disability, veteran status, and any other legally protected characteristics.

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