



Job Description – Assistant Lodge Manager

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.

We are seeking a motivated and professional Assistant Lodge Manager to join our team for the 2025/26 winter season. This is a hands-on leadership role where no two days are the same — from guest relations and fine dining service to staff management and facility operations, you'll help deliver the signature Eagle Pass experience.

Position Overview

The Assistant Lodge Manager is responsible for overseeing lodge operations during their shift, ensuring a safe, clean, and welcoming environment for both guests and staff. This role requires professionalism, adaptability, and strong organizational skills, with the ability to balance guest service, staff management, and administrative tasks. Leading by example, the Assistant Lodge Manager creates a positive workplace culture while upholding the highest hospitality standards.

Employment Details

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| Type: | Full time, seasonal |
| Contract Date: | Start October 20 th for the 2025/26 winter season |
| Reports To: | Director of Hospitality & Lodge Operations |
| Compensation: | \$25-27/hr (based on experience) + gratuities + performance bonus (awarded in June) |
| Vacation: | Paid out each paycheck |
| Benefits: | Health Spending Account EPH Staff Uniform Paid training and staff meals Staff Heli-Skiing (1 day guaranteed, additional days based on performance) Discounts with EPH suppliers and partners Training & Education Subsidies (after 1 season of employment) |
| Work Location: | Primary: Eagle Pass Lodge, 1467 Highway 23 South, Revelstoke Occasional: Daybase and office locations |
| Physical Demands: | Moderate stamina and mobility (reaching, carrying, bending) Ability to lift up to 30 lbs; standing for long periods |

Key Responsibilities

Leadership & Staff Management



- Lead by example and uphold Eagle Pass Heli's standards and values.
- Schedule, delegate, and monitor daily staff tasks, providing feedback and support.
- Train and mentor employees to maintain high service and safety standards.
- Respond to and resolve staff or guest issues in a professional and timely manner.
- Adjust scheduling and staffing levels to meet business needs.

Guest Experience & Service

- Greet and assist guests with warmth and professionalism.
- Respond promptly to guest inquiries and requests (in person, phone, and email).
- Coordinate guest services such as shuttles, supplies, and activities.
- Inspect guest rooms prior to check-in to ensure 5-star presentation.
- Support lodge operations across departments, including housekeeping, serving, and bartending.
- Maintain knowledge of wine, spirits, and food pairings; confidently provide recommendations to enhance the dining experience.
- Monitor guest satisfaction and implement improvements as needed.

Lodge Operations & Maintenance

- Ensure a clean, safe, and comfortable environment throughout the lodge.
- Oversee daily, weekly, and monthly checklists and SOPs.
- Manage inventory, order supplies, and stay within budget guidelines.
- Report maintenance issues, safety hazards, or damages, and follow through on resolution.
- Maintain knowledge of cleaning supplies and WHMIS safety standards.

Administration & Financial Oversight

- Accurately complete and file guest paperwork and records.
- Manage shared email inbox and ensure effective communication with staff.
- Update internal systems with guest preferences, service notes, and operational details.
- Oversee financial transactions, records, and reporting with accuracy.

Key Qualifications

Required:

- 3–4 years of supervisory experience in hospitality, hotel, or lodge operations
- Strong organizational and time management skills with ability to lead a team
- Excellent communication and guest service abilities
- Fine dining and wine knowledge; Serving It Right certification
- Strong attention to detail and commitment to high service standards

Preferred/Assets:

- Previous experience in housekeeping or accommodations operations
- Class 4 driver's license



- Knowledge of WHMIS and safe handling of cleaning products

Please send all resumes to suzi@eaglepassheli.com. Resumes will be accepted until a successful candidate has been found. Thank you for your interest in working with us, however, only qualified candidates will be contacted for an interview.

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

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