



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 overseeing all lodge operations during their shift. They ensure all standards of the lodge are met to provide the best experience for guests and staff alike by maintaining a clean and safe work environment that is friendly, comfortable, and memorable. They lead by example, address all situations in a professional manner, and delegate tasks in a timely, organized fashion. They ensure all communication and records (financial or otherwise) are accurate at all times. This role involves a diverse skill set from employee management, to fine dining and bar service, to client care and communication.

Employment Details

Type:	Full time, seasonal
Contract Start Date:	November 9, 2026
Contract End Date:	For the 2026/27 winter season
Reports To:	Director of Hospitality & Lodge Operations
Compensation:	\$25-27/hour based on experience, plus gratuities Performance bonus awarded at end of season
Vacation:	Paid out each paycheck
Benefits:	EPH Staff Uniform Staff Heli-Skiing (1 day guaranteed, additional days based on performance) Discounts with EPH suppliers and partners Paid training, staff meal, and breaks
Work Location:	Primary: Eagle Pass Lodge, 1467 Highway 23 South, Revelstoke May include Daybase and Office locations on occasion
Physical Demands:	A moderate level of physical stamina and mobility required including ability to reach, carry, kneel and bend May require the ability to lift up to 30 lbs Standing for long durations Ability to carry serving trays and multiple items



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:

- 1-2 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

**To Apply**

Please send all resumes to lodge@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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