



An Affiliate of the Métis Nation of Alberta
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Accommodations Manager

Location: Métis Crossing, Smoky Lake, AB

Closing Date: July 18, 2021

Position Status: Full time, Permanent

The Opportunity

Métis Crossing is the first major Métis cultural destination in Alberta. In 2019, the new 11,000 square foot Cultural Gathering Centre was completed – a unique combination of historic and contemporary craftsmanship. With this new facility, we have become a year-round destination offering experiences that share and celebrate Alberta's Métis. Currently, Métis Crossing is undertaking the construction of a 40 room boutique lodge and plans for additional accommodation units in the coming years. We have an aggressive business strategy to become a leader in Alberta's Indigenous tourism sector.

Métis Crossing is seeking a positive and growth-oriented Accommodations Manager to provide leadership and strategic planning for the new accommodations at Métis Crossing. Reporting to the CEO, this person will participate with the dynamic Métis Crossing leadership team to build our destination, brand, and visitor experiences.

Key Responsibilities

- Work with Métis Crossing leadership team to build our destination.
- Lead by example, exemplifying positive morale, ethics, and professionalism with team and guests.
- Manage vendor relationships.
- Evaluate, develop and implement policies and procedures for the operations of the property.
- Optimize the overall performance of the property through maximum revenue generation and responsible cost control.
- Analyze and manage financial controls for all areas of the property.
- Manage, monitor and record sales, expenses and profitability throughout all departments.
- Develop and successfully implement a professional customer service culture.
- Conduct room inspections, evaluate cleanliness and promote an accident-free environment.
- Respond to guest service concerns.
- Mentor and provide effective leadership to the accommodations team.

- Assign tasks or duties directly related to the daily operating procedures.
- Enhance service quality through constructive staff training.
- Provide a safe environment for staff and guests by ensuring appearance, maintenance and cleanliness of the property is maintained at all times.
- Supervise and schedule front desk agents, room attendants, house persons, laundry attendants and janitorial staff.
- Provide a safe environment for staff and guests by ensuring appearance, maintenance and cleanliness of the property is maintained at all times.
- Other related duties as required.

Skills & Competencies

- Strong collaboration and teamwork skills, both with internal and external audiences.
- Proven negotiation and conflict resolution skills.
- Passion for providing outstanding customer service.
- Excellent oral and written communication and interpersonal skills.
- Strong work ethic and a dedication to organizational success.
- Ability to adapt to unexpected situations, meet the changing needs of guests, and work effectively under pressure.
- Ability to identify issues and implement creative and strategic solutions to overcome problems.
- Sound analytical thinking, planning, prioritization, and execution skills.
- Exceptional organizational and time management skills.
- Strong attention to detail and demonstrated accuracy on the job.
- Strong IT skills and familiarity with software and spreadsheets for financial data analysis.
- Recognized strength in leading and engaging teams; creating a culture that promotes development of individual and organizational capacity.
- Ability to motivate staff and effectively delegate tasks.
- Knowledge of Métis culture, history, and issues affecting Métis people.
- Cultural sensitivity and an ability to promote an inclusive environment exemplified by understanding all cultural groups.

Qualifications

The ideal candidate will be a seasoned and highly intelligent hotel professional with outstanding management skills and extensive hands-on experience.

- A minimum of 5 years' hotel management experience or equivalent as a Rooms Division, Front Desk, or Revenue Manager.
- Minimum 3 years' experience leading a team.
- Diploma or Degree in Hospitality or Business preferred.
- Strong background in Rooms Division Management, Housekeeping, Revenue Management.
- Financial management experience with expertise in developing and managing budgets,

forecasts, analysis, and cost controls.

Other Requirements

- The Lodge at Métis Crossing is located in Smoky Lake County. The successful applicant will be required to commute to Métis Crossing daily or be willing and able to relocate.
- This position requires a flexible schedule, working days, evenings, and weekends.
- Must provide Criminal Record Check and Vulnerable Sector Check.

What we Offer

- The opportunity to work with an Indigenous organization and be part of an exciting journey towards self-governance.
- The opportunity to contribute to one of Alberta's most exciting tourism destinations in the making.
- Learnings about Métis history and culture within a rich Indigenous cultural environment.
- Personal development opportunities.
- A comprehensive benefit package and employer contributions to Pension Plan.
- 3 weeks paid vacation.

Please apply online at <http://albertametis.com/> by July 18, 2021

Métis Crossing thanks all applicants for their interest. Only applicants selected for an interview will be contacted. No phone calls please.