



An Affiliate of the Métis Nation of Alberta

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Lodge Experience Associate

Location: Métis Crossing, Smoky Lake, AB

Closing Date: Until Suitable Candidates Found

Position Status: Full Time Permanent, Part Time Permanent, Part Time Casual

The Organization

Métis Crossing is Alberta's first major Métis destination where we share and celebrate the Métis culture with all people! With its unique design that combines both traditional and contemporary Métis craftsmanship, The Lodge at Métis Crossing is a special blend of comfort, culture, and Métis history. Directly adjacent to the Métis Crossing Cultural Gathering Centre, our 40-room boutique lodge offers scenic views overlooking the majestic North Saskatchewan River, the very route used by our Métis ancestors as they gathered at this very spot. The Lodge offers a Bistro for coffee and express breakfast, as well as a Lounge for cocktails and light snacks.

The Opportunity

Métis Crossing seeks positive and friendly individuals to execute front desk administrative functions while ensuring a high quality of customer service at the brand-new lodge. The successful candidates are expected to work as a member of the lodge team to achieve a high guest satisfaction, identify opportunities for improvement, and maintain a courteous and positive work environment. Successful candidates will become a champion of the Lodge's Smart Hotel Software and the property management system.

Key Responsibilities

- Follows all established and future front office Standard Operating Procedures
- Communicates effectively with customers, co-workers, and supervisors
- Handles difficult guest inquiries and concerns effectively
- Provides courteous, prompt, and accurate inter-hotel communications to staff and customers
- Effectively processes and modifies reservation bookings using Central Reservation System (CRS)
- Promptly checks in or checks out guests, with attention to detail and accuracy

- Reports, turns in, and/or logs all lost and found items according to established procedures
- Utilizes up-selling techniques to maximize profitability
- Ensures organization and cleanliness of the front desk area
- Reports all concerns related to Engineering/Maintenance, Health and Safety, Security or Suspicious circumstances (including smells/sights and sound) immediately to their supervisor
- Adheres to all of the Lodge's standards, including Hygiene, Health and Safety, and Guest Interactions
- Promptly meet deadlines with professionalism handling phone calls, emails and in-person inquiries
- Provide exceptional customer service and following procedures to ensure high service standards

Skills & Competencies

- Customer service skills
- Self motivated
- Multi-tasking, ability to work in a fast-paced environment
- Proven ability to problem solve
- Ability to work well with peers in a group environment and work independently with little supervision
- Ability to handle difficult situations with a calm demeanor
- Excellent organizational and time management skills
- Ability to multi-task
- Computer literate with Microsoft Office programs
- Have experience or willing to learn to operate a PMS (property management system (Smart Hotel Software)
- Proficient with data entry, process development: reservations requests, company correspondence and office procedures
- Proven oral and written communication skills
- Must be able to speak, read, write, and understand English
- 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

- High school diploma is an asset
- Must be proficient in Microsoft office and with a computer

Other Requirements

- Availability to work a mixed schedule of days, evenings, and weekends.

- Ability to work at Métis Crossing in Smoky Lake.
- Clear Criminal Record Check with Vulnerable Sector Check required.

Employment Details:

- Schedule will include weekdays, weekends, and holidays.

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, and a rich Indigenous cultural experience.
- Personal development opportunities.
- A comprehensive benefit package and employer contributions to Pension Plan for full time employees.
- Three (3) weeks paid vacation for full time employees.

Please apply online at <http://albertametis.com/>.

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