

## Job Description – Ripley Creek Assistant Lodge Manager

<b>Job title</b>	<b><i>Assistant Lodge Manager- Ripley Creek</i></b>
<b>Location</b>	<i>Stewart – Cassiar Highway, 249km, Northern BC</i>
<b>Reports to</b>	<i>Lodge Manager</i>
<b>Updated</b>	<i>September 2025</i>

### Job Summary

The **Assistant Lodge Manager** plays a critical leadership role in the seamless day-to-day operations of our world-class heliskiing resort. This hands-on position supports the Lodge Manager in all aspects of lodge operations, with a focus on delivering an exceptional guest experience. This includes overseeing the restaurant and bar, retail, maintenance, housekeeping, regular administration including basic accounting, and basic human resource management. The ideal candidate thrives in a dynamic, high-pressure environment, demonstrates exceptional problem-solving skills, and has the ability to make swift, informed decisions while maintaining the highest standards of hospitality and safety. You will act as the Lodge Manager's deputy and assume full operational responsibility in their absence.

### Key Responsibilities

- Assist the Lodge Manager with supervision and delegation of duties to lodge staff
- Continuously train, lead, and motivate a diverse team across multiple departments
- Be highly visible and available to guests, providing personal hosting and concierge-level service, including complaint-handling
- Handle conflict resolution swiftly and professionally
- Maintain positive communication with all guests, lodge management, team members, local partners / service providers, and external stakeholders at all times
- Ensure accurate and timely completion of administrative documentation and reports
- Demonstrate sound financial acumen by adhering to effective stock management and financial administration processes

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### Essential Duties

#### **Leadership and Team Management:**

- Provide daily support to the team, delegating and overseeing tasks, ensuring standards of work are consistently high
- Provide hands-on mentorship, coaching and continuous training to foster a positive, collaborative and results-driven culture
- Assist with weekly scheduling, ensuring each department is appropriately staffed throughout the day
- Handle conflict resolution swiftly, professionally and with empathy, ensuring strong employee engagement and motivation
- Address any performance issues within the team swiftly, in a professional, effective and consistent manner
- Actively participate and contribute to weekly team briefings, taking responsibility for leading the briefing in the Lodge Manager's absence
- Maintain clear communication channels across departments, proactively sharing guest information and operational priorities

#### **Guest Experience:**

- Act as the “face” of the lodge and be the main point of contact to guests for all things lodge related during their stay
- Handle all guest requests, preferences, and concerns with discretion, empathy, and efficiency
- Anticipate guest needs before they arise, ensuring a seamless and personalized heliskiing lodge experience
- Greet all guests on arrival, running a group presentation to deliver key information regarding their stay, complete required paperwork accurately, and orient them to the lodge environment
- Stay up to date on weather conditions, skiing operations, and rescue protocols to provide informed communication to guests
- Have knowledge of all guests' special requirements and requests, ensuring these are clearly communicated to all relevant departments in a timely manner
- Monitor guest feedback proactively and implement service improvements where necessary
- Collaborate closely with the Head Chef and bar staff to deliver creative beverage menus and wine pairings
- Maintain exceptional service standards, ensuring flawless execution of all meal services

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### Operations & Administration

- Monitor stock levels and purchasing across all departments, ensuring cost efficiency and minimizing waste
- Accurately complete weekly inventory reports and place orders accordingly, ensuring purchases are within budget and from approved vendors
- Assist with preparation of all guest billing, prioritizing accuracy and comprehensiveness to ensure a smooth checkout
- Maintain a thorough understanding of our vertical calculating procedures to accurately and efficiently input statistics, with the ability to explain any charges or refunds to guests
- Complete all weekly cash reconciliations accurately and submit in a timely manner
- Oversee the accurate completion of all timesheets and payroll paperwork, ensuring this is submitted by deadlines
- Coordinate closely with the Ski Guiding Managers to ensure seamless guest handoffs between skiing, dining, and lodge services
- Oversee equipment and vehicle usage, ensuring proper authorization, reporting, and maintenance protocols
- Implement and monitor workplace safety procedures, ensuring compliance with WorkSafe BC standards and company policies
- Act quickly and decisively to address unexpected operational challenges while maintaining service excellence
- Provide creative solutions to guest concerns, logistical challenges, and operational bottlenecks
- Provide coverage for the Radio Operator, maintaining communication with all helicopters in the field and accurately complete communication logs
- Be familiar and comfortable with our company Incident Response Plan at all times, following company protocols in the event of an incident
- Manage emergency situations calmly and effectively

### Core Competencies

- Vibrant, energetic and motivated team player, with a passion for curating exceptional guest experiences
- Strong leadership, team building and people management skills
- Proven ability to motivate and inspire high-performing teams under pressure

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- Excellent communication, negotiation, and conflict-resolution skills
- Fine dining and bar operations expertise, with an eye for detail and quality
- Exceptional organizational skills with the ability to prioritise tasks effectively
- Ability to manage a significant workload while balancing competing business demands
- Calm and professional demeanor when making quick decisions in high-stakes situations
- Flexibility and the ability to maintain a positive attitude through challenging situations

### Requirements & Qualifications

- 3+ years of experience in the hospitality industry (hotel, resort or travel, ideally in a remote lodge environment)
- 2+ years of supervisory experience, ideally in high-end hospitality or lodge environment, with fine dining and bar oversight
- Tech-savvy with proficiency in Microsoft Office, Google Suite, POS Systems, PMS Software, and capable of easily learning new systems
- Strong financial acumen with experience in reporting, cost control or complex reconciliations
- Exceptionally strong English written and oral communication skills
- Be self motivated and hold high personal standards for performance
- Ability to work away from home and work long hours
- Serving it Right (or ability and willingness to obtain)
- Valid class 5 drivers license
- Ability to lift 50lbs when necessary
- Diploma or degree in Hospitality, Tourism, Business Management, or a related field an asset
- Multilingual abilities are an asset

### Working Conditions

- This is a seasonal, live-on-site position based in the small town of Stewart, in remote Northern BC
- Working rotations are based on a 3-week on, 1-week off schedule, working 10hrs per day whilst on shift
- Lodging and all meals are provided while working
- Transport to/from the lodge is provided from Terrace or Smithers for your time off



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- Subsidized accommodation and lift passes are available in Smithers for your scheduled time off
- Must be comfortable living and working in a remote, fast-paced, and guest-focused environment

I have read and understood the job description as stated above and accept that tasks may be modified and/or changed to meet operational requirements. I acknowledge responsibility for staying informed of these changes and confirm my ability to perform the essential functions of this role.

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Supervisor Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_