

Mike Wiegele Helicopter Skiing

Lodge Manager – Albreda Lodge

Competition Number: 11-048-W

Employment Status: Winter Season (Nov – Apr), with potential for year round

This key person will oversee the adventure tourism product and hospitality service of the Albreda Lodge.

Albreda Lodge is an 18 room lodge located 45 minutes north of Blue River BC. Hand crafted in 2004 from reclaimed old growth fir timber, it is the highest quality adventure tourism lodge in British Columbia. Albreda Lodge is nestled between the Cariboo and Monashee Mountain ranges that produce the highest quality and consistent powder snow in the world. The lodge hosts up to 24 guests and is serviced by up to 3 helicopters on a weekly basis. The Lodge property has dedicated high quality staff accommodations.

Mike Wiegele Helicopter Skiing is the industry leader in helicopter skiing. Over 41 years of operation we have built a reputation as having the highest quality product, highest level of service, and highest commitment to the safety and security of our guests and staff.

Job Description

Directly responsible for hosting guests, promoting company products and executing the operational and sales plan for Albreda Lodge.

- Manage hospitality, hotel and food and beverage functions for the lodge in a safe and enjoyable manner.
- Host all guests to the lodge to MWHS hospitality standards.
- Manage a team of 15-20 employees, housekeepers, lodge employees, chefs, maintenance worker, ski shop workers, massage and guides.
- Assist in setting operating budget and submit regular weekly reporting through the company Presidents Report.
- Manage sales and reservations functions of the lodge with the goal of rebooking 100% of guests before they leave from their trip.

The Lodge Manager is responsible for the quality, integrity and risk management in the Lodge. The Lodge Manager must ensure communication flow interdepartmentally and nurture an effective team-based culture. The ideal candidate must demonstrate superior leadership and management in this complex and challenging environment.

Integrity, passion, and in-person presentational skills are essential for this role. It is very important to represent the company's corporate image in an exemplary manner. As a Mike Wiegele Helicopter Skiing Representative, his/her role will exemplify our brand image as an ambassador, and will provide positive brand experiences to all customers. The quality of experience, level of service, and creation of long lasting relationships with guests will lead to repeat loyal customers who will also return with more of their friends.

Environment

The company operates in the hospitality industry catering to an elite and discerning customer base. This is a highly competitive business in which consumer tastes change dramatically. Work flow is highly seasonal and requires a flexible and adaptive schedule. Our company is built on customer loyalty due to high levels of service and a superior image. We use a team sales approach with a very strong sales focus. In order to maintain this image we must constantly strive to improve our service and product to ensure we maintain a competitive edge.

Qualifications

- Seasonal (November to April) position based in Blue River and at Albreda Lodge, with potential for year round position.
- Minimum 5 years of related experience with superior track record in management.
- Proven track record in sales-orientated position.
- Outstanding interpersonal and communication skills.
- Good leadership and management abilities including a proven ability to work with fellow professionals in a dynamic and creative work environment.
- Attention to detail and personal integrity.
- Very strong computer skills (Word, Excel, and reservations software).
- Customer-orientated approach to training in customer service.
- Experience and/or education in customer service.
- Experience with supervision and organizing work assignments.
- Applied skills in personal effectiveness, decision making, and managing people.
- Attributes include sales orientation, strong interpersonal skills, organization, self-motivated, assured, persuasive and positive personal image.
- Second language an asset (German, French, Spanish preferred).