



# HFN GROUP OF BUSINESSES

4576 Adelaide St, Port Alberni BC V9Y 6N3 ph. 778-421-2663 fax 778-421-2664

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## **Hospitality LP – Hotel General Manager (Full Time)** **HFN Group of Businesses**

**Position:** The HFN Group of Businesses (HGB) has a full-time position available for a Hotel General Manager.

The Hotel General Manager is responsible for all aspects of operations of the Hacas Inn, Awis Guest House, and Upnit Lodge. The goal for the Hotel General Manager is ensure profitability of the business, to drive sustainable growth and long-term success in order to provide a return on investment for the Nation.

The Hotel General Manager's main responsibility is to meet and exceed the expectations of guests and employees and in-so-doing achieve the profitability, customer service and asset management expectations of ownership.

A successful hotel and Hotel General Manager will be entrenched in, and engaged with, the community in which they operate. The Hotel General Manager will succeed by demonstrating the know-how to deliver on the vision and uphold the culture of a phenomenal hotel company. This position will be based out of our open location in Bamfield, BC.

The Hotel General Manager is a key ambassador for the company brand. The Hotel General Manager leads by example and fostering Huu-ay-aht First Nations Core Principles *ʔiisaak* - Greater Respect, *ʔuuʔaluk* - Taking Care Of, and *Hišuk ma c'awak* - Everything is One.

**Location:** The business operations are located in Bamfield, B.C.

**Open to:** All qualified applicants with preference given to Huu-ay-aht citizens.

### **PRIMARY ROLES**

#### **Key Accountabilities**

- Oversee and manage the overall day-to-day operations of the Hotel
- Maintaining strong two-way communication leading and guiding the Housekeeping Manager on a daily and weekly basis
- Participate in the development of annual and long-term business plans and goals for future development/improvements that leads to growth and prosperity.
- Manages the business assets including the buildings, moorage/docks and equipment. Conducts routine maintenance required on building and is the lead on property issues including capital projects and refurbishment.



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- Managing on-going profitability, ensuring revenue and guest satisfaction targets are met and exceeded.
- Ensuring delivery of an excellent guest experience resulting in high levels of customer satisfaction
- Developing and implementing policies and procedures to improve effectiveness and efficiency.
- Supervises and directs employees and provides performance feedback and coaching to improve their effectiveness.
- Encourages a positive and supportive working environment and a team approach.
- Ensuring compliance to all policies, procedures and regulations regarding safety, security and emergencies.
- Ensuring all health and safety standards are exceeded as evidenced by participation and reporting of the hazard's assessments, monthly written updates on incidents and near misses as well as documented health and safety meetings and hazard inspection communications.
- Maintaining all month end documentation and providing the accounting department accurate reports and follow-up as required.

## **Sales and Growth**

As one of the last undiscovered tourism gems on Canada's Westcoast Bamfield is positioned for steady tourism growth over the next decade. The recent upgrade to the road to Bamfield has made the community far more accessible for visitation.

A core feature of the position will be designing and implementing a marketing campaign to grow the number of room nights at the motel, particularly in the off season.

This includes:

- Building strategies and maintaining strong (if not the strongest) market share by continuously building and monitoring data and market activity in the area to maximize results.
- Collaborating with Management to gather and relay market intelligence, leads, and conduct local sales initiatives.
- Promoting and building off season events to increase the market size of room stays in the community.

## **Job Requirements:**

- Knowledge of Huu-ay-aht First Nations goals and aspirations.
- Knowledge of the unique challenges facing 'remote communities'.



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- A minimum of 5 years' experience working in a management role in a related hospitality and/or tourism business.
- Certification(s) and/or license(s) appropriate to the business.
- Proven ability to work independently developing and executing long term operational plans.
- Proven ability to analyze and evaluate financial results and implement change when necessary.
- Proven ability to manage and develop staff including the ability to mentor, coach and manage performance.
- Proven hospitality marketing skills including social media
- Excellent customer service skills
- Superior written and verbal communication skills evidenced by an ability to quickly craft messages that are easy to understand by various audiences both internal and external
- A dedication to provide exceptional customer service and an ability to hold team members accountable to the same level
- Successful background checks, including criminal record check, employment verification, reference checks, and education/credential verification.

## **Candidates:**

We are looking for you, if you are:

- self-motivated
- dedicated to quality customer service and maintaining open communication
- dependable, calm, optimistic and leads by example.
- experienced in operating a business in the hospitality and/or tourism sector and want to take on a new challenge
- excited by the lifestyle opportunities of living in Bamfield and becoming an integral part of the community
- a people person who enjoys being part of a team that is dedicated to realizing the vision for a flourishing Huu-ay-aht economy.
- able to set and exceed goals as evidenced by an exceptional sales / revenue track record in previous roles
- able to set priorities for self and others in the hotel
- capable of project planning coupled with time management and organization techniques

## **Desired Education**

A Diploma or Degree in Hospitality Management, Business or other applicable area considered a significant asset; training and certification within the first two years will be provided



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## **Working Conditions**

- May be required to work early morning, late evening and weekend shifts
- Ability to be flexible with hours of work to respond to urgent matters
- May be required to travel, a valid driver's license is a must
- Fun work environment, committed to realizing all of our Core Pillars

Compensation package will be based on the successful candidate's experience and recognized value to the organization.

## **Application Details:**

Interested applicants should submit a resume and cover letter highlighting the skills and experience you would bring to this position and the reason for your interest to [hradvisor@huyuayaht.com](mailto:hradvisor@huyuayaht.com) only those shortlisted will be contacted for an interview.

**Closing Date:** Resumes received by 4:00 pm on October 31, 2023 will be considered.

We thank all applicants for their interest in this position; however, only those candidates selected for an interview will be contacted.



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Backgrounder

Hotel General Manager

HFN Hospitality LP.

Bamfield, BC

As part of the HFN Group of Businesses (HGB), HFN Hospitality LP owns and operates three accommodation properties in Bamfield, BC.

HFN Hospitality LP was created after the acquisition of 11 new properties purchased by the Huu-ay-aht First Nations on January 20th, 2016. Included are numerous recreational properties located in the heart of Bamfield. The continued goal of HFN Hospitality LP is to contribute to the strategic growth and profitability of Huu-ay-aht First Nation's businesses, supporting the establishment of a strong, sustainable economy, providing employment and contract opportunities for local citizens, and be a pillar of the Anacla and Bamfield communities.

With the West Coast Trail, world-class fishing, and spectacular wildlife right out the backdoor, our tourism and hospitality businesses aim to provide guests with an exciting, unique, and memorable Huu-ay-aht experience rooted in Huu-ay-aht culture and tradition.