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***Your company, your values, your career!***

## **HOUSEKEEPING SUPERVISOR TEKARRA LODGE, JASPER, ALBERTA**

Coast Hotels is a dynamic and growing brand. Our culture is rooted in our values, and as part of that we believe in the growth and development of our Ambassadors. Join us and be a part of an exciting place to work. The Housekeeping Supervisor will provide and maintain Tekarra Lodge standards of cleanliness. This position also oversees the work of others within the housekeeping department during a specific shift.

### **Duties and Responsibilities:**

- Effectively communicates goals to team members
- Considers and maintains the product/service
- Performs moderately complex tasks in area of specialty, such as the cleaning of guest rooms and public areas, completing daily room checks, reporting maintenance issues, and performing housekeeping duties as required
- Establishes and communicates clear objectives, targets, and operational quality standards for the team
- Monitors the quality of work and provides feedback on the degree to which operational standards are met
- Operates within boundaries of authority and adheres to company policies and practices
- Focuses on immediate priorities and ensures Ambassadors do the same
- Maintains health and safety standards and complies with all regulations
- Responsible for the security of the property, the Ambassadors and guests when completing tasks
- Oversees the work of others within functional area during a specific shift, including delegating work flow, and motivating and providing guidance to team members for the achievement of specific end results
- Provides informal recognition to acknowledge the demonstration of excellent performance and /or adherence to the Coast Values
- Fosters an environment that is motivating and engaging
- Demonstrates a superior customer service attitude with internal/external contacts, which includes listening to and understanding the needs of guests; anticipating and addressing guest concerns and requirements; looking for opportunities to exceed guest expectations; and escalating issues as necessary
- Ensures team members deliver excellent guest service aligned with company policies and brand promises; removes barriers to delivering exceptional guest experiences
- Empowers Ambassadors to resolve guest issues and identify when to escalate them
- Lives the Coast Values and reflects the brand in the community; fosters a positive image of Coast in the community
- Other duties as required

### **Qualifications & Skill Requirements:**

- Previous experience in a Housekeeping Department preferred
- Multi-task in high paced environment
- Excellent leadership, coaching, motivation and evaluating skills
- Good communication skills demonstrated by clear self expression and listening skills
- Develops and maintains effective working relationships within the department and Hotel
- Remains calm under pressure
- Effective multi-tasking demonstrated by the ability to complete various tasks, in priority sequence with positive outcome
- Problem solving and decision making ability demonstrated by adequate solutions to presented problems
- Maintains positive optimistic outlook
- Frequent bending, kneeling, pushing, pulling, lifting – very physical
- Keen eye for detail
- Ability to communicate in English, oral and written

### **Additional information**

- Position begins early May 2018 and run until early October 2018
- Staff Accommodations available
- All positions will receive required training to fulfill duties & responsibilities

Coast Hotels & Resorts offers a variety of benefits, including competitive wages & benefits, employee discounts, training & development, career advancement opportunities and more!

People & Culture Department

Tekarra Lodge

Email: [hr.tekarralodge@coasthotels.com](mailto:hr.tekarralodge@coasthotels.com)

***Coast Hotels is an Equal Opportunity Employer  
Coast Hotels would like to thank all interested applicants.  
Only those selected for an interview will be contacted.  
Join us and be part of an exciting place to work!***