



## **Bala Bay Hostel Manager**

### **Role Summary**

Onsite leader/manager of all building, grounds, equipment in and around the Bala Bay Hostel. Will lead, supervise, and manage the day to day operation and maintenance of the hostel.

### **Accountabilities**

- Liaise with Human Resources department for new hire arrivals lists, associate departures/resignations, to ensure room check in and check out procedures are followed
- Welcome and assists with move in of new guests
- Ensure guest units are cleaned upon departure and ensures that guest units are clean and in working order prior to guest move-ins.
- Conduct monthly inspections of all guest rooms, issue secondary notice for rooms noted as not acceptable
- Maintain and update room inventory and stock on a monthly basis
- Assure that all the preventive maintenance, work orders and assignments are carried out in timely and cost effective manners
- Routine simple maintenance and inspections throughout the building and outside property area. Routine maintenance to include repairing and changing electrical switches; receptacles; smoke detectors; fridges; thermostats; lightbulbs; air filters; circuit breakers; fuses.
- Repairing plumbing issues with occupant unit toilets, sinks and showers
- Coordinates garbage removal within hostel and maintaining cleanliness of outside garbage receptacles, collection and disposal of cigarette butts
- Ensure all tasks carried out as per maintenance logbook are delegated respectively, escalating any maintenance requests to the resort's engineering team as needed
- Coordinate with resort engineering team for landscaping and snow removal services
- Respond to guest calls relating to building maintenance and guest safety needs
- Monitoring guest behavior in person and on security camera footage; enforces accommodation policies and procedures by confronting violators
- Keep daily log book for all information such as accident reports, complaints, maintenance requirements, etc.
- Track all hostel related keys and ensure proper storage in key cabinet
- Create hostel related memos and forms as required; update the hostel notice boards to ensure most current information is posted
- Post updated associate shuttle schedule as required
- Ensure all accommodation complaints are investigated and resolved and logged in the daily log book
- Implement and enforce all existing accommodation rules and regulations of the hostel complex
- Deal with associates in a courteous and friendly manner and ensure timely communication
- Ensure that guest rooms and public areas undergo regular inspection in compliance with the Marriott SOP and LSOP

- Documenting and preparing incident/misconduct reports and issuing said reports to Human Resources Director
- Support organization of any HR related events within the hotel and hostel
- Prepares reports by collecting, analyzing, and summarizing data and trends
- Implement activities and ensure associate participation in all levels to increase engagement
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment
- Adhere to all environmental policies and programs as required
- Other duties and responsibilities as assigned

#### **Requirements**

- Able to read and write English.
- Ability to multi-task and organize time effectively and efficiently.
- Previous property management experience an asset.
- Previous hospitality experience an asset.
- Experience in maintenance and repair work an asset.

#### **Working Conditions**

- Must be able to work flexible hours including evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 50 pounds without assistance
- Stand, sit or walk for an extended period of time or for an entire shift

JW Marriott The Rosseau Muskoka Resort & Spa is an equal opportunity employer committed to hiring a diverse workforce. Upon request by the applicant, accommodation will be provided in all parts of the hiring process. Please contact the Human Resources office.