



**FRIDAY HARBOUR™**  
*All Seasons Resort*

**Job Title:** Assistant Property Services Manager

**Division:** Property

**Department:** Property Services

**Responsible To:** Property Services Manager

**Role Summary**

The Assistant Property Services Manager is responsible for assisting in managing the successful operation of the housekeeping services for the resort. This position will assist in coordinating all resources necessary to ensure a premium standard of presentation and service as well as impeccable cleanliness throughout the property. This role has an overall responsibility for leading the housekeeping department in cooperation with the Property leadership team. Reporting to the Property Services Manager, this position provides coaching and guidance to colleagues.

**Responsibilities**

- Oversee daily department operations in housekeeping, including start of shift briefings, task assignments and auditing
- Assist in leading, organizing and monitoring a team of full time, part time and seasonal colleagues
- Plan and prepare daily housekeeping activities and distribute assignments for the day to the team, along with priority projects
- Assist in ordering, receiving, and stocking all necessary cleaning and toiletry supplies
- Responsible for assisting in the coordination of the cleaning of residence units, laundry services, general common areas and waste collection
- Execute on requests for hotel style cleaning services for residences and condo rental units
- Inspect guest rooms and buildings prior to arrival
- Maintain high standards of cleanliness and presentation ensuring service standards are met
- Serve as an individual contributor and department role model by performing technical or functional job duties such as assisting guests with directions or cleaning
- Address guest concerns, requests or issues and follow up on accident reports
- Maintain complete knowledge at all times of status of public spaces, rooms, arrivals and special events
- Provide constructive feedback to colleagues to help develop their skills
- Collaborate with Property Services Manager to develop and carry-out ideas and procedures to continuously improve department performance
- Assist in training of leaders and colleagues according to the standards to ensure successful operations
- Assist in development and maintenance of departmental operational policies and work procedures
- Ensure that department goals are communicated, understood, and met by colleagues
- Coach and advise colleagues on work related concerns to ensure satisfaction and productivity
- Assist in preparing and presenting performance management documentation
- Issue and distribute uniforms and ensure colleagues are following grooming standards
- Assist in scheduling, attendance, payroll, and administrative duties as assigned



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- Review opportunities for improved productivity and greater efficiencies
- Establish and communicate clearly defined goals and objectives for colleagues
- Lead the property services associates, ensuring successful internal operations of the department including professional and courteous customer service, complete utilization and accuracy of management software system, proper training and supervision of all associates to ensure respectful behavior toward guests and their property
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

### **Requirements**

- Diploma or degree in hospitality, travel and tourism or related field
- Valid Ontario driver's license and clean driver's abstract
- 2-4 years' experience in a similar role within the luxury hospitality or resort industry
- Minimum of 2 years' supervisory experience
- Must possess excellent customer service skills
- Must be computer literate. Preferred candidate will have previous experience with resort management software, Microsoft Word and Excel
- Strong verbal and written communication skills
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion

### **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 30 pounds without assistance
- Stand, sit or walk for an extended period or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling
- Move over sloping, uneven or slippery surfaces

Friday Harbour is an equal opportunity employer committed to hiring a diverse workforce. Friday Harbour is also committed to providing accommodations for people with disabilities. Upon request by the applicant, accommodation will be provided in all parts of the hiring process. Please contact the Human Resources department with any accommodation requests.