



Callaghan Country Wilderness Adventures – *Live-in Housekeeper / Lodge Host(ess)*

Job Details:

Title: Live-in Housekeeper / Lodge Host(ess)

Reporting: *Lodge Operations Manager*

Status: *Full time, Seasonal Contract (Dec. – mid Apr.)*

Wage Range: *\$23-26 hourly*

Location: *Callaghan Country's Journeyman Lodge (backcountry – trail access only) Whistler BC*

The Company

Callaghan Country's Vision:

To make life better by building community and igniting the adventurous spirit that lives within us all.

We define "success" differently than most. Balancing our goals of (1) building an iconic brand and business (2) creating an extraordinary place and path for our employees and (3) leveraging our success to give back by helping to empower underprivileged children is paramount to Callaghan Country's success. We have a passion for community, sports and lifestyle, and a collective hunger when it comes to building a great company together.

Callaghan Country Wilderness Adventures is part of evo's family of business which includes hospitality and retail operations across North America and in Japan.

Job Summary

As the Lodge Housekeeper/Lodge Host(ess), your primary responsibility is to maintain the overall cleanliness of Journeyman Lodge, while assisting with all Lodge operations and hospitality deliverables. Safety is a top priority, and you will carry out practices and protocols to prevent the spread of communicable disease.

You take the initiative to organize and maintain spaces conducive to relaxation and inspiration, adding the finishing touch to guests' entire Callaghan experience. You are passionate about the backcountry experience and making every guest feel welcome, valued, comfortable, relaxed, safe, and right at home.

You understand that each guest has unique needs and take the initiative to learn about them to find ways to add value to their experience. You are a true people person, thrive on challenges, and are passionate about providing amazing hospitality to every guest.

What You'll Get To Do:

- Make beds, change sheets, and distribute clean towels and toiletries
- Stock linen closet and supplies area
- Pick up debris and empty trash containers
- Wash windows, walls, and ceilings
- Clean, disinfect and polish bathroom fixtures and appliances
- Dust furniture and vacuum carpeting and area rugs, drapery, and upholstered furniture
- Clean and disinfect public areas
- Amplified sanitizing in frequently touched surfaces such as, but not limited to, desks, railings, doorknobs, windows, light switches, tabletops, chairs, and washroom facilities
- Sweep, mop, and wash floors
- Warmly welcome guests and assist in the delivery of a thorough lodge orientation (show them the slippers, instructions about lodge systems, water usage, our recycling efforts, etc.)
- Always maintain professional personal grooming and attire standards
- Ensure that the lodge is clean, warm, and inviting before the arrival of all guests (ready for personal welcome to facility, fire going, hot drinks available, hot food waiting, etc.)
- Consistently interact with guests in a friendly, professional, and caring manner, careful to treat each guest with the utmost respect and courtesy
- See guests to their rooms and confirm that all beds and finishings are prepared to Callaghan Country's quality standards prior to moving on to other duties
- Resolve guest complaints with care and follow through

What You'll Bring to the Team:

- A positive and communal "team" mind-set with engagement fostering a healthy work environment
- Must have own transportation (#1000 Callaghan Valley Rd. is not serviced by transit)
- Ready to exert physical strength and endurance *Lifting or moving up to 80lbs will be required
- Capacity to independently operate an off-road vehicle/ snowmobile in variable conditions
- Essential to personally enjoy/have familiarity with self-propelled wilderness pursuits
- Previous hospitality / lodge hosting experience and asset
- 'Big' personality with warm and engaging character (epic storytelling skills and asset)
- A 'Clean-Freak' with personal interest and flair for interior staging and ambiance creation
- An inherent passion to identify, relate, and serve guests, focusing one's efforts on discovering and exceeding their needs, every day
- Capacity to work and live very closely with other staff members and guests
- Demonstrated initiative in community and volunteer endeavors
- Tenacious endurance, proactively responding to constantly changing and demanding workloads

What's in it for you:

- Unique schedule for optimal work/play balance: 7 days on (live-in, Room & Board provided @ Journeyman Lodge), 7 days off (off-site)
- Team ride days
- Access to the evo Extras Discounts & Perks program
- Charitable giving match

- Complimentary overnight stay at Journeyman Lodge
- Nordic Ski Area Season Pass
- And many, many more...

Callaghan Country Wilderness Adventures is an equal opportunity employer. We believe the participation of individuals of diverse ages, races, religions, cultures, abilities, and personalities will add to personal development and organizational success. All employees and potential employees will be recruited, selected, trained, and promoted without regard to sex, sexual orientation, race, religion, marital or military status, age, national origin, color, the presence of any mental, physical, or sensory disability, genetic information, gender identity, political ideology, or any other basis prohibited by law.