



General Manager – Accommodations, KEDC Port Hardy, BC

The K'awats'i Economic Development Corporation (KEDC) operates thriving businesses with a focus to indigenous heritage. The Kwa'lilas Hotel and the Pier Side Landing, demonstrate the rich history, culture and passion of the Gwa'sala-'Nakwaxda'xw Nations and celebrates it in a comfortable space that reflects the traditional heritage. K'awat'si Tours provides visitors with a range of outdoor and cultural activities.

Port Hardy is an area renowned for its natural beauty, history and heritage. It's the largest community on Northern Vancouver Island with untouched coastal wilderness, abundant wildlife and is ripe with opportunities for outdoor adventures. Experience kayaking, caving, scuba diving, surfing, fishing and camping or take in the nature viewing right in your own community.

Chemistry Consulting Group is proud to partner with KEDC to search for an experienced **General Manager** who will provide oversight to the two hotel operations. Focus will surround optimal guest and employee satisfaction along with the continued growth of the business' revenue, maximizing operational efficiencies and profitability.

Position Overview

The General Manger is responsible for effectively managing and overseeing all aspects of the hotel operations and aligned businesses, including the leadership of the hotel's management team and the optimization of the guest experience. Reporting to the CEO of KEDC, the General Manager must be able to work cooperatively with First Nations communities in respect of operations, human resources management and all aspects of internal and public relations.

Duties and Responsibilities

- Provide the leadership and strategies to enhance current business practices, hotel brands and company-wide performance. Create and lead the execution against an annual business plan for the Hotels which includes measurable objectives that align with the overall business strategy;
- Provide effective leadership to all hotel management team and associates to ensure targets are met and exceeded;
- Forecast and address future needs and challenges, identifying the organizational change initiatives required to support the business strategy for the businesses;



- Establish the systems, structures, and disciplined practices required to manage results, including planning and prioritizing, providing clear direction, ensuring accountability, and monitoring the achievement of financial, quality, safety, and other key business measures;
- Anticipate, prioritize, and allocate resources appropriately; anticipate and prioritize capital improvements in discussion with CEO of KEDC;
- Develop systems, structures, and practices to ensure consistency in the delivery of service and guest experience across the businesses;
- Provide strong leadership and working relationships with team members and ambassadors through visibility, availability, clear and frequent two-way communication, collaboration and involvement;
- Establish performance targets and measures, motivating staff to meet customer needs and to align with organizational values and culture;
- Provide appropriate recognition and employee growth opportunities in support of becoming an employer of choice.
- Create and implement a community involvement plan, taking leadership roles within the local community and building a positive reputation for the hotels through active participation;
- Oversee the physical premises and monitor and manage any safety or infrastructure issues that may arise;
- Ensure application of applicable legislation and regulations (i.e., WCB, employment standards) and monitor compliance;

Skills and Qualifications:

- Minimum 5 years hospitality managerial experience.
- Certificate, Diploma or Degree in Hotel Administration, Business Administration, Hospitality Services or equivalent
- Proven leadership, entrepreneurial and decision-making skills. Background in the development & execution of business, marketing & sales plans & operating budgets.
- Experience in staff management: recruitment, training & motivation.
- Strong financial planning, revenue management and organizational skills. Ability to analyze data and establish appropriate action plans.
- Must be a results oriented, hands-on leader with high ethics and personal accountability.

Any enquiries directed to KEDC will not be considered



Kawatsi Economic Development
General Partner Corporation
(KEDGPC)



To apply for this outstanding opportunity please visit <https://chemistryconsulting.ca/current-opportunities> and follow the prompts to submit a resume and cover letter which clearly outlines your relevant experience by **Friday, March 22, 2019.**

We thank you for your interest in this opportunity, however; only those considered to be suitably qualified will be contacted.