



### Liard Hot Springs Lodge – Job Posting

**TITLE:** General Manager  
**REPORTS TO:** CEO Deh Tai GP Ltd.  
**LOCATION:** Liard Hot Springs Lodge, Mile 497 Alaska Highway  
**TERM:** Full – Time Position  
**EFFECTIVE DATE:** ASAP  
**CLOSING DATE:** Until Filled

Reporting to the CEO of Deh Tai GP Ltd, the General Manager will support the company’s objectives by implementing the company’s plan for the lodge. The General Manager will implement policies and procedures that will establish Liard Hot Springs Lodge as the northern British Columbia’s premier destination Lodge.

### Summary/Scope

The Manager is responsible for the overall annual operations of the Liard Hot Springs Lodge, including; human capital, occupational health and safety, property management and quality hospitality service. This position will support the business goals for managing the employees, property, and hospitality service ensuring key areas of business development and the financial goals of the Lodge are met. Goals and objectives of this position will be accomplished by conducting short-term and long-term planning efforts for human capital planning, hospitality programs and overseeing the development and implementation of workplace policies and procedures. The Manager will engage and assist employees in achieving the business and customer service goals and objectives.

As a business partner to the Deh Tai GP Ltd., this manager maintains positive working relationships with Deh Tai GP Ltd. employees and its associated business services; this position has responsibilities for key areas of employee management and wellness, including: personnel, policies, employee relations, occupational health and safety, recruitment and retention. In addition to remaining current with applicable legislation and regulation, this position is responsible for the training and development of employees. Other related duties as required.

### Candidate Profile:

The Manager will serve as a business partner to the Deh Tai GP Ltd and has responsibilities for creating and sustaining a productive workforce and positive and safe work environment at the Liard Hot Springs Lodge. This business manager will have a positive, diplomatic personality with a strong desire to work in the hospitality management. The Manager will possess keen relationship building skills and will work together with employees to promote quality Customer service experience. Core competencies will include:

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|------------------------|------------------------------------|-------------------|-------------------|
| · Ethics and Integrity | · Accountability and Dependability | · Organization    | · Leadership      |
| · Adaptability         | · Self-directed & Motivated        | · Time Management | · Innovative      |
| · Interpersonal Skills | · Cordial & Hospitable             | · Communication   | · Confidentiality |

### Specific Duties

#### Customer Relations

- Train staff on how to effectively and deliver exceptional customer service
- Build a solid brand recognition for the property based on delivery of service
- Ensure safe and enjoyable environment for guests and employees.



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- Hire, train and supervise staff, as required. Ensure all staff members understand Company's goals, standards and comply with company policies and procedures.
  - Schedule and monitor shift coverage based on business needs.
  - Ensure we comply with provincial labour laws.

#### **Asset Maintenance/Physical Property Management**

- Responsible for the buildings and equipment
- Ensuring Health & Safety issues are a daily priority in the delivery of services

#### **Budget Responsibilities**

- Implement and achieve the annual business and financial plan
- Oversee daily preparation of cashier reports, payroll and daily, weekly and monthly reports.
- Oversee the collection reports and security of monies from registration fees and sales
- Track budget progress and report discrepancies
- Actively participate in future projections of growth for the property
- Maintain an accurate computerized guest registration system

*Other related duties as assigned by the CEO of Deh Tai GP Ltd.*

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#### **Minimum Qualification Requirements:**

- Previous experience in hospitality industry including minimum five years supervisory experience required
- Proven ability to develop and maintain long term customer relations
- Demonstrate leadership abilities
- Excellent verbal and written communication skills
- Ability to organize and prioritize projects
- IT Literate, advance experience and skilled with Microsoft Word, Excel, Outlook, POS systems
- Working knowledge of basic accounting principles
- Professionally developed writing skills
- Stay on site at the Lodge in private accommodations
- Valid class 5 driver's license and current driver's abstract

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#### **DESIRED QUALIFICATIONS**

- Bachelor's Degree or College Diploma in hospitality discipline would be an asset

#### **Working Conditions:**

- Live and work on-site, with other employees, in remote location with limited services
- Repetitive and strenuous work
- Facility operates with diesel generator power, artesian well water service, septic tank system
- Interacts with CEO, Board of Directors and government agencies regarding personnel
- Competing priorities with medium-high control over individual priorities.
- Overtime as required

If you feel you would be a great addition to our team, please submit your resume:

***Cheri Bourgoin***

***HR & OHS Manager Deh Tai GP Ltd.***

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