



Job Title: Recreation and Leisure Manager
Division: Resort Services
Department: Recreation and Leisure
Responsible To: Chief Resort Services Officer

Role Summary

Reporting to the Chief Resort Services Officer this dynamic leader has proven excellence in service delivery and will effectively lead the Recreation and Leisure department including the fitness area, recreation activities, aquatics and golf. This role is responsible for achieving a seamless homeowner, member and guest experience by maintaining company service standards and achieving the resort's goals.

Responsibilities

- Oversee all recreation programming including aquatics, waterfront, pool, fitness center, recreation activities and golf
- Ensure promotion of recreation activities throughout resort
- Responsible for maintaining the recreation budget including assisting with resort activity revenues along with expenses, staffing levels and productivity
- Accountable for tracking recreation statistics
- Assist experience department with planning and facilitation of group related recreation duties
- Responsible to design group recreation programs upon request
- Keep all resort websites updated with current guides and recreation opportunities
- Own large projects by researching, costing, planning and preparing proposals for leadership team for special events to attract more guests to the resort
- Research and communicate community and area resources for additional recreation activities not available on resort property
- Review industry trends for new and innovative product and service opportunities
- Responsible for resort recreation communications collateral including brochures and banners
- Liaise with third party service providers to provide additional recreation facilities, services and experiences
- Create compelling special events throughout the year to attract leisure visitors to the resort
- Collaborate and coordinate with Resort Services team and local partners to ensure a diverse range of experiences for guests, and smooth execution of special events
- Serve as an individual contributor and department role model by performing technical or functional job duties including recreation activities
- Train, coach and develop a successful and enthusiastic team, engaging in performance management and positive coaching and counseling as needed
- Develop strong relationships with the sales and operational teams to ensure program success
- Promote rules and regulations of the department intended for the health and safety of guests
- Follow company policy and procedures for activities including use of waivers



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- Provide ongoing feedback and training to develop associates
- Effectively manage a team of full time, part time and seasonal employees
- Plan, track and control financial operating budgets and capital expenditures
- Develop and maintain departmental operational policies and work procedures
- Create departmental business plan on annual basis
- Coordinate department orientation and training in compliance with the Occupational Health and Safety Act
- Participate in monthly layered progress audits on business performance to plan
- Manage Health & Safety Program for recreation and leisure employees
- Review opportunities for improved productivity and greater efficiencies
- Address guest concerns, requests, or issues
- Collaborate with leader to develop and carry-out ideas and procedures to continuously improve department performance
- Ensure adherence to all federal, provincial and municipal laws, policies and procedures related to parks and recreational services
- Establish and communicate clearly defined goals and objectives for department employees
- Direct and supervise the recreation and leisure employees, ensuring the 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 employees to ensure respectful behaviour toward the 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

Competencies

- Business acumen and positive mindset
- Communication/logistics management
- Organizational effectiveness
- Results oriented relationship builder
- Independent but collaborative when necessary

Characteristics

- High energy, passionate and resilient
- Game changer/high impact team player/unfazed by change or adversity
- Humble and good sense of humour
- Executive maturity, professionalism and presence
- Smart, courageous, leader



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Requirements

- 5-10 years' experience in a similar role within the hospitality or resort industry
- Degree or Diploma in recreation and leisure, hospitality or travel & tourism an asset
- Previous leadership experience in recreation and leisure
- Current Standard First Aid & CPR certification
- Current National Lifeguard Service certification
- Proficient in Microsoft Office Suite; Word, Excel, PowerPoint, Publisher, Outlook
- Must possess excellent customer service skills
- 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 25 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
- Significant exposure to varying weather conditions

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.