



Job Title: Property Services Supervisor
Division: Property
Department: Property Services
Responsible To: Property Services Manager

Role Summary

The Property Services Supervisor is responsible for assisting in managing the successful operation of the housekeeping and transportation services for the resort. This position will help to ensure a premium standard of presentation and impeccable cleanliness. This role has an overall responsibility for supervising a shift in the transportation and housekeeping departments in cooperation with the Property leadership team. Reporting to the Property Services Manager, this position provides guidance and direction to associates.

Responsibilities

- Oversee daily department operations in housekeeping and transportation, including start of shift briefings and vehicle and room assignments
- Assist in leading a team of full time, part time and seasonal associates
- Coordinate operation of vehicle storage in the garage and parking lot
- Assist in directing activities related to dispatching, routing and tracking transportation vehicles
- Responsible for valet parking services
- Ensure the safety and security of all valet parked vehicles and assist with car parking duties
- Ensure that vehicles are maintained properly and act to remedy defects
- Ensure proper use of the vehicles including capacity and safe work practices
- Liaise with third parties to coordinate off site transportation to various destinations
- Assist in planning, ordering, receiving and stocking all necessary cleaning and toiletry supplies
- Responsible for helping to coordinate the cleaning of residence units, laundry services, general common areas and waste collection
- Ensure resources are available for guests including but not limited to pool towels, dining linen, rental unit linen, custom garment cleaning
- Assist in collecting and distributing soiled and cleaned linens and towels
- Coordinate with Marina associates to handle boater housekeeping inquiries
- With Sales and Service division, execute on requests for hotel style cleaning services for residences and condo rental units
- Ensure that service standards are met by associates in all areas
- Serve as an individual contributor and department role model by performing technical or functional job duties such as assisting guests with directions, shuttling guests or cleaning
- Work with the leadership team to ensure associates are trained and clearly understand their job roles, responsibilities and performance expectations
- Address guest concerns, requests or issues and follow up on accident reports
- Provide constructive feedback to associates to help them develop their skills
- Collaborate with Property Services Manager to develop and carry-out ideas and procedures to continuously improve department performance
- Ensure that department goals are communicated, understood, and met by associates



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- Coach and counsel associates on work related concerns to ensure satisfaction and productivity
- Assist in preparing and presenting performance management documentation to associates
- Issue and distribute uniforms and ensure associates are following grooming standards
- 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

Requirements

- Diploma or degree in hospitality, travel and tourism or related field an asset
- Valid Ontario driver's license and clean driver's abstract
- 2-4 years' experience in a similar role within the 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



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