

**Job Description:** Resort Manager

**Location:** Gorge Harbour Marina Resort, Cortes Island, BC

**Overview:**

The Resort Manager at Gorge Harbour Marina Resort will oversee daily operations, ensuring exceptional guest experiences and efficient management of resort facilities. This includes managing accommodations, marina services, and recreational activities while maintaining the resort's high standards of service and hospitality.

**Key Responsibilities:**

- Supervise and coordinate staff activities, including hiring, training, and performance management.
- Oversee guest services, ensuring a welcoming and comfortable stay.
- Manage resort amenities such as the marina, RV sites, glamping domes, swimming pool, and food services.
- Develop and implement marketing strategies to promote the resort.
- Handle guest inquiries, feedback, and complaints promptly and professionally.
- Ensure compliance with health and safety regulations.
- Coordinate with vendors and suppliers for resort needs.
- Plan and execute events and activities to enhance guest experience.
- Monitor financial performance and budget management.
- Foster relationships with local communities and Indigenous stakeholders.

**Qualifications:**

- Proven experience in hospitality management, preferably in a resort setting.
- Diploma in Hospitality Management or related field
- Strong leadership and team management skills.
- Excellent customer service and communication abilities.
- Ability to multitask and manage time effectively.
- Knowledge of financial management and budgeting.
- Familiarity with resort operations and amenities.
- Proficiency in using reservation and management software.

**Preferred:**

- Knowledge of marine operations.

**Benefits:**

- Competitive salary
- Health benefits
- On-site accommodation
- Opportunity to work in a picturesque and tranquil location

**Application Process:**

Interested candidates should submit their resume and cover letter detailing relevant experience and why they are a good fit for the role to [generalmanager@qxmc.org](mailto:generalmanager@qxmc.org).