



## Front Desk Attendant – The Lodges

Capilano University is named after Chief Joe Capilano (1854–1910), an important leader of the Skwxwú7mesh (Squamish) Nation of the Coast Salish Peoples. We respectfully acknowledge that our campuses are located on the unceded territories of the səliłwətał (Tsleil-Waututh), shíshálh (Sechelt), Skwxwú7mesh (Squamish), and xʷməθkʷəy̓əm (Musqueam) Nations.

At Capilano University we are committed to supporting a campus community that is both diverse and inclusive. We believe that diversity within our workforce is essential in creating both an exceptional student and employee experience. As part of our ongoing commitment to Diversity, Equity and Inclusion (DEI), we strive to ensure that our recruitment campaigns authentically reflect the diverse community we serve. We actively encourage applications from Indigenous Peoples, Black and racialized persons, persons with disabilities, women, and members of the 2SLGBTQIA+ community, as we value the unique perspectives, lived experiences, and skillsets each individual brings to CapU.

To help us focus our efforts, we encourage all applicants to complete a short anonymous questionnaire, if they wish. The results of the questionnaire are not linked to you or your application and do not form part of the selection process. The goal of collecting this anonymous data is to gain a better understanding our organizational reach, while continuously working to improve the diversity of our applicant pool.

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. Should you require accommodations during the hiring process please reach out to [jeremyorsted@capilanou.ca](mailto:jeremyorsted@capilanou.ca).

**Position Title:** Front Desk Attendant

**Union:** MoveUP

**Department:** Squamish

**Position Status:** Regular Full-Time

**Position Number:** S99095

**Position Start Date:** May 1, 2026

**Job Posting Open Date:** March 31, 2026

**Job Posting Close Date:** April 9, 2026

**Pay Group:** 14



**Salary:** \$4,268 per month (with increments to a max of \$4,796 per month)

**Bridge Period (if applicable):** N/A

**Location:** Squamish

### **Working with us**

At Capilano University, learners are our focus. Guided by the goals outlined in [Envisioning](#) and [Illuminating 2030](#), employees play an essential role in creating an exceptional learning experience for and with learners and are central to a thriving campus community. Together, we are inspired by imagination and Capilano University is one of the leading teaching-focused universities in British Columbia and one of BC's Top Employers. Grounded by our sense of purpose, we offer a meaningful, friendly, and dynamic work environment.

### **About the role**

The Front Desk Agent is the first point of contact for our guests, ensuring a smooth and welcoming experience from arrival to departure. 'The Lodges at CapU' offer comfortable and convenient accommodation for solo travelers, families, conference attendees, and groups, with diverse and expansive meeting spaces that cater to a variety of events. Guests come to enjoy both our relaxed atmosphere and the natural beauty and outdoor activities right on our doorstep.

The Front Desk Agent will handle guest check-ins and check-outs, manage reservations, respond to inquiries, and provide accurate information about the lodge, meeting facilities, and local attractions. The Agent must always maintain a professional and friendly manner, contributing to efficient front desk operations and an overall positive guest experience.

The Front Desk Agent reports to the Manager, Short-Term Accommodation, and takes direction from the Operations Supervisor.

### **Illustrative examples of duties**

- Maintain a consistently positive, professional, and guest-focused demeanor.
- Provide a friendly, informative and professional first point of contact for guests.
- Promptly and courteously handling all telephone and email booking enquiries with aim of converting into a booking.
- Accurately creating, inputting and managing reservations in property management system (PMS).
- Conduct check-in/check-out processes and settle guest accounts proficiently to provide an exceptional customer experience.
- Assist guests regarding onsite facilities and associated directions in an informative and helpful way.
- Provide guest luggage assistance as required.
- Address guest issues or concerns quickly and professionally, ensuring resolution and guest satisfaction or escalating to leadership as needed.

## **Experience, competencies & qualifications**

- Previous hotel experience within a front desk / rooms division role or currently studying a Tourism / Hospitality course
- Fluent in English, both verbal and written.
- Strong interpersonal skills and a high degree of approachability and empathy.
- Excellent intercultural communication skills with the ability to work positively in diverse communities.
- Ability to work both independently and collaboratively as part of a team.
- Strong critical thinking skills and ability to make decisions under pressure.
- Skilled in planning, time management, and attention to detail, particularly regarding programming and events.
- Physically capable of performing manual tasks, including lifting, bending, and standing.
- Ability to work a flexible schedule requiring various shifts, including weekends and holidays.
- Ability to maintain confidentiality in accordance with freedom of information and protection of privacy (FOIPOP) regulations, and deal with sensitive issues with tact and diplomacy.

For more information, please see the complete [job description](#).

## **Benefits**

At Capilano University, we understand that there is more to life than work. That is why we offer comprehensive benefits and support to help you and your family live a balanced life. Take a [sneak peek](#) to see what it is like to work at Capilano University.

## **Days and Hours of Work:**

Shifts will be scheduled Sunday through Saturday between the hours of 8am PT – 10:30pm PT, and will be based on a 35 hour work week. However, your hours may vary and include evenings, weekends, and nonstandard workweeks based on the operational needs of the department. You can learn more about your meal break and rest period entitlements in Article 13 of the Collective Agreement.

## **How to apply**

Please submit your application package to [talentacquisition@capilanou.ca](mailto:talentacquisition@capilanou.ca) and be sure to included the following:

- 1) The position tile and position number in the subject line of your email.
- 2) Your resume and cover letter.
- 3) Your responses to the supplemental questions shared below. Please include both the question and your response in the body of the email:
  - a. Are you legally entitled to work in Canada? (i.e. valid work permit, permanent resident, Canadian citizen) (required)