



Operations Supervisor – 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 (Tseil-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.

Position Title: Operations Supervisor

Union: MoveUP

Department: Squamish

Position Status: Regular Full-Time

Position Number: S99096 & S99097

Position Start Date: May 1, 2026

Job Posting Open Date: March 31, 2026

Job Posting Close Date: April 9, 2026

Pay Group: 24



Salary: \$5,717 per month (with increments to a max of \$6,430 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 Operations Supervisor oversees all daily functions at 'The Lodges at CapU', ensuring a welcoming, efficient, and memorable experience for all guests. The lodge offers simple, comfortable, and convenient accommodations for solo travelers, families, conference attendees, and groups, with diverse and expansive meeting spaces that cater to a variety of events. The supervisor will lead both the Front Desk and Room Attendant teams to deliver warm hospitality, smooth check-ins and check-outs, accurate reservations, prompt guest assistance, and spotless accommodation.

The incumbent must be organized, service-oriented, and passionate about creating a friendly, well-kept, and welcoming environment for guests and team members, reflecting the lodge's connection with and appreciation for nature.

The Operations Supervisor reports to the Manager, Short-Term Accommodations (STA).

Illustrative examples of duties

- Maintain a consistently positive, professional, and guest-focused demeanor.
- Lead and coordinate all aspects of daily Front Desk and Room Attendant functions to ensure seamless guest arrival, in-house and departure experiences.
- Handle guest comments and complaints promptly and professionally, ensuring positive resolutions.
- Oversee The Lodge's communication channels (phone, email, and social media), responding to inquiries and reviews according to policy.
- Gather guest feedback and report trends or issues to management.
- Manage reservations, guest registrations, room assignments, and payments.
- Setup group profiles, booking links and room blocks as directed.
- Maintain accurate occupancy records and assist with room inventory management.
- Submit daily shift and occupancy reports to management.

- Lead and supervise the Room Attendant Team to ensure service standards and cleanliness are consistently maintained.

Experience, competencies & qualifications

- Previous hotel experience within a front desk / rooms division role.
- Previous leadership or supervisory experience.
- Experience with a Property Management System (PMS).
- Proficient in Microsoft Windows and related applications.
- Strong interpersonal, communication, and problem-solving skills.
- Dependable, organized, and responsible, with a strong work ethic.
- Able to perform well under pressure in a fast-paced environment.
- Ability to work effectively both independently and as part of a team.
- Ability to maintain composure and professionalism while responding to guest needs.
- Physically capable of performing manual tasks, including lifting, bending, and standing.
- Ability to work a flexible schedule requiring various shifts, including weekends and holidays.

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 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)