

Classification	Administrator
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MANAGER, SHORT-TERM ACCOMMODATIONS, SQUAMISH

NATURE AND SCOPE OF WORK

Reporting to Director, Student Housing & Food Services, and working closely with the AVP Squamish Office, the Manager, Short-Term Accommodations is responsible for the planning, coordination, and delivery of hotel-style accommodations utilizing the Lodges on Squamish campus. This role ensures a welcoming, professional, and high-quality guest experience for short-term visitors, conference attendees, external groups, and university-affiliated guests throughout the year. This position supports both the administrative and operational functions of the campus hotel and guest housing program, working closely with campus partners, housekeeping and facilities teams, and front-line student staff.

The Manager, Short-Term Accommodations is required to hire and oversee the team members who provide 24/7 on-call rotation coverage, while providing additional coverage and support as needed for CapU student housing facilities. The job requires frequent irregular hours including extended workdays, attendance at evening and weekend meetings and programs, occasional travel, and work has seasonal peaks and an annual cycle.

ILLUSTRATIVE EXAMPLES OF DUTIES

Hotel & Guest Services Operations:

- Oversees day-to-day operations of hotel-style accommodations, including reservations, check-ins/outs, room readiness, guest requests, and issue resolution.
- Serves as the primary point of contact for hotel guests, offering exceptional customer service and support throughout their stay.
- Responsible for the occupancy management of the Lodges at Capilano University Squamish including applications, terminations, assignments, rates and group contracts. Provides regular updates regarding current and targeted occupancy rates and trends.
- Assists in the review of institutional policies and procedures as they relate to Guest Services.
- In conjunction with the Facilities Department, manages day-to-day and emergency/unplanned facilities maintenance issues within the housing buildings. Conducts regular reviews and inventory of the condition of housing buildings, cleaning protocols, furniture, equipment and supplies, with a strong focus on safety and security.
- Acts as a point of contact for private partners responsible for preventative maintenance and building systems at the housing building.
- Coordinates marketing and recruitment efforts in collaboration with the Marketing and Digital Experience team.

Reservations & Administration:

- Maintains and manages the hotel reservation system, ensuring accurate records, timely confirmations, and smooth coordination of group bookings.



- Liaises with internal and external stakeholders to facilitate accommodations for conferences, camps, and special events.
- Prepares occupancy reports, invoicing, guest analytics, and end-of-season evaluations.
- Develops and maintains standard operating procedures (SOPs) for hotel services.
- Oversees and manages the summer housing program, including short-term hotel-style stays, group bookings, and conference accommodations.
- Develops and implements operational strategies to optimize revenue generation from external groups while maintaining high service standards.
- Coordinates bookings, guest services, and contract management for external clients, ensuring seamless service from reservation to departure.
- Designs and implements room service and cleaning procedures, ensuring quality assurance and efficiency in operations.
- Establishes front desk procedures, hiring and training seasonal staff to deliver high-quality guest services and efficient check-in/out processes.
- Collaborates with the Community Engagement and Events team and our Food Service provider to integrate summer guests' experiences with campus amenities, dining options, and event spaces.
- Develops customer satisfaction and feedback mechanisms to continuously improve the summer housing experience.

Personnel Management:

- Provides supervision, leadership and coaching to the Student Housing Services team to ensure the delivery of a quality service experience.
- Provides regular feedback and evaluation to team members and promotes the development of individual and shared goals.
- Hires and trains new departmental staff in coordination with People, Culture & Diversity, to ensure congruence with the strategic direction and operations of Student Housing Services.

Other Duties:

- Acts as a representative for Student Housing and Food Services on campus committees and maintains regular connections with campus partners.
- Liaises with local businesses and groups to develop and maintain effective community relations and receive feedback on operations to uphold and grow Capilano University's reputation. Maintains regular connections with professional associations and networks related to the hotel, and hospitality services field to remain informed regarding current best practices and research.
- Creates programming consistent with the University's mission, vision, values, strategic directions, Indigenization of programs and the Okanagan Charter.
- Ensures appropriate systems and procedures for housing operation, facility maintenance, scheduling, bookings, accounts payable and accounts receivable are in place.
- Undertakes special projects and assumes additional duties as assigned.
- May be required to provide coverage for other CapU housing locations.

**Supervision Received:**

- Meets regularly with the Director to provide information, discuss cases of significantly heightened complexity or risk, advise on issues related to housing operations that extend beyond the scope of the assigned residence area, and to assess current and future Housing operations.
- Works closely with the Manager, Community Engagement and Events, the AVP Squamish Office to coordinate campus events, business development, and community engagement.

REQUIRED TRAINING AND EXPERIENCE

- Bachelor's degree in business, education, psychology, hospitality management, tourism or another related field required. Master's degree preferred.
- 5+ years of experience in the hospitality industry, with 2+ years of experience in hotel management, residence life management, or equivalent.
- Holds and continuously maintains a valid class 5 British Columbia driver's license (to travel between off-campus housing and the North Vancouver campus).
- Formal training in crisis response and emergency management is considered an asset.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Demonstrated ability to lead and develop departments, projects, and people, with a strong focus on operational success and service excellence.
- Strong strategic planning, organizational, and budget management skills.
- Working knowledge of emergency response procedures, crisis response, and critical incident management.
- Strong understanding of current trends, best practices, and research as they inform the hospitality field.
- Proven ability to develop concise and well-informed policies, procedures, and business practices related to guest accommodations that minimize risk to guests, staff, and the institution and contribute to positive service experiences.
- Understanding of building facilities maintenance and capital planning processes.
- Knowledge of hotel/hospitality operations software.
- Excellent verbal and written communication skills to ensure positive interactions with a variety of partners.
- Proven ability to multi-task and prioritize work in a fast-paced and changing environment.