



Classification	Administrator
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MANAGER, CONFERENCE AND GUEST OPERATIONS, SQUAMISH

NATURE AND SCOPE OF WORK

Reporting to the Associate Vice President, Squamish, the Manager, Conference and Guest Operations provides strategic and operational leadership for the delivery of conference, guest accommodation, and hospitality services at the Squamish campus.

The role is accountable for the end-to-end planning, delivery, performance, and continuous improvement of guest and conference services, from initial reservations and business development handoff through to service delivery and post-event evaluation. The Manager ensures a high-quality, seamless experience for conference attendees, external clients, university guests, and short-term residents, while aligning operations with institutional priorities and service standards.

The Manager holds responsibility for the operational and financial performance of lodging, conference services, and guest programs, including oversight of front desk operations, reservations systems, event coordination, and service delivery frameworks. The role leads cross-functional coordination with campus partners, external vendors, and service providers to ensure integrated service delivery and achievement of revenue, utilization, and service objectives.

This position exercises a high degree of independent judgment, decision-making authority, and problem-solving, particularly in areas related to operational planning, resource allocation, service delivery models, and risk management. The role also contributes to the development of operational policies, systems, and service standards.

The position requires flexibility, including irregular hours, evenings and weekends, and responsiveness to peak seasonal demand associated with conferences, camps, and summer housing programming.

ILLUSTRATIVE EXAMPLES OF DUTIES

Hotel & Guest Services Operations:

- Provides strategic and operational leadership for the delivery of hotel-style accommodations and integrated conference, camp, and group rental services, ensuring aligned, efficient, and high-quality service delivery across all guest-facing operations.
- Leads the end-to-end planning and execution of conference and guest service operations and serves as the primary operational authority for clients following sales handoff, ensuring seamless service delivery from initial planning through to post-event completion.
- Accountable for the performance, utilization, and revenue optimization of the Lodges at Capilano University Squamish, including oversight of occupancy, rate strategies, group contracts, and demand forecasting.
- Directs facilities-related operational planning and issue resolution in collaboration with Facilities and external partners, ensuring building readiness, lifecycle maintenance, and compliance with safety, security, and risk management standards.
- Establishes and maintains cross-functional partnerships with internal departments and external providers to ensure coordinated service delivery and alignment with institutional priorities.



- Contributes to the development and continuous improvement of institutional policies, standards, and practices related to conference and guest services.

Reservations & Administration:

- Provides leadership for the design, integration, and continuous improvement of reservation, booking, contract, billing, and reporting systems across lodging, conference services, RecPlex operations, and campus-wide rental activities.
- Oversees the full lifecycle of bookings and contracts, ensuring effective coordination of operational planning and execution for conferences, camps, and events, including logistics, service delivery frameworks, and issue resolution.
- Establishes and governs standard operating procedures and service models across front desk, housekeeping, reservations, and event delivery functions, ensuring consistency, efficiency, and alignment with best practices.
- Directs front-line service operations and oversees the recruitment, training, and deployment of seasonal staff to support operational requirements.
- Accountable for the development and management of operational budgets, including revenue forecasting, expenditure control, financial performance monitoring, and achievement of revenue targets.
- Monitors and analyzes operational and financial data, including invoicing, reconciliation, and reporting, to inform decision-making, support revenue optimization, and ensure fiscal accountability.
- Translates confirmed business opportunities into integrated operational plans in collaboration with Community Engagement and Events, ensuring coordinated service delivery across lodging, campus spaces, food services, and client interfaces.
- Leads the development and implementation of client feedback and service evaluation mechanisms to drive continuous improvement and enhance overall guest experience.

Personnel Management:

- Establishes and implements comprehensive workforce planning strategies, including staffing models, scheduling frameworks, and resource allocation aligned with operational demand, seasonal variability, and strategic priorities.
- Provides overall leadership and direction for staff, including recruitment, hiring, onboarding, training, supervision, coaching, and retention, fostering a high-performing, engaged, and service-oriented team environment.
- Accountable for performance management across the unit, including goal setting, ongoing feedback, formal evaluations, and staff development to support operational excellence and achievement of organizational objectives.

Other Duties:

- Represents the department on internal committees and builds strategic relationships with campus partners, industry stakeholders, and community organizations to support operational effectiveness and institutional reputation.
- Develops and maintains external partnerships and professional networks to inform service delivery and ensure alignment with industry trends and best practices.
- Leads or contributes to the development of programs aligned with the University's mission, vision, values, strategic priorities, Indigenization commitments, and the Okanagan Charter.



- Ensures alignment of operational systems and procedures with institutional standards for booking, billing, reporting, contract administration, and customer experience.
- Undertakes special projects and additional responsibilities as assigned.

Supervision Received:

- Reports to the Associate Vice President, Squamish, and maintains regular communication to provide updates on operational performance, financial results, risk management issues, and strategic initiatives.
- Exercises a high degree of autonomy in the planning and delivery of conference and guest services, escalating complex, high-risk, or institutionally significant issues as appropriate.
- Participates in strategic and operational planning discussions related to conference services, housing utilization, and campus-wide resource allocation, contributing analysis and recommendations to inform decision-making.
- Leads or contributes to cross-functional pipeline-to-operations planning processes to assess capacity, operational feasibility, staffing requirements, financial implications, and service readiness for upcoming conferences, camps, and rental activities.

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.
- 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 and integrated reservation, event-management, booking, CRM handoff, and billing-support systems is preferred.
- 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.