

Class No.:	Staff
Original Date:	November 2025
Last Revision Date:	
Pay Group:	24

CLASS SPECIFICATION

OPERATIONS SUPERVISOR, THE LODGES

NATURE AND SCOPE OF WORK

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

Responsibilities and essential job functions include but are not limited to the following:

- 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.

- Conduct regular room and common area inspections to uphold cleanliness and quality standards.
- Assign daily cleaning schedules and room assignments to room attendants.
- Ensure proper stock, storage, and distribution of linens, towels, and guest amenities.
- Monitor and manage guest room inventory, including linen, cleaning supplies, and guest amenities.
- Ensure Front Desk and Room Attendant areas are organized, clean, and always welcoming.
- Supervise lost & found handling and key control procedures.
- Promote a safe, positive work environment that fosters teamwork, morale, and employee retention.
- Ensure efficient training and development of Front Desk, Room Attendant, and Student Intern personnel through clear systems and procedures.
- Ensure teams recognize and uphold cleaning standards, guest privacy, and safety protocols.
- Ensure all staff adhere to Capilano University and The Lodge's policies, appearance standards, and code of conduct.
- Be Health & Safety conscious and actively involved in maintaining a safe work environment.
- Support emergency procedures and staff readiness (fire, medical, evacuation, etc.).
- Identify and recommend process improvements to enhance efficiency and guest service.
- Recommend cost-saving measures in supplies and utilities.
- Assist management with operational audits or quality checks.
- Cover Front Desk Agent and Room Attendant duties as needed to support daily operations.
- Performs duties related to the qualifications and requirements of the job.

REQUIRED TRAINING AND EXPERIENCE

- Previous hotel experience within a front desk / rooms division role.
- Previous leadership or supervisory experience.
- Experience with a Property Management System (PMS).

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- 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.