



HFN Group of Businesses

4576 Adelaide St, Port Alberni BC V9Y 6N3 ph. 778-421-2663 fax 778-421-2664

Hospitality LP Manager (Motel) Job Description

<i>Title</i>	<i>Hospitality LP Manager (Motel)</i>
<i>Classification</i>	<i>Management</i>
<i>Reports to</i>	<i>CEO</i>
<i>Budget Authority</i>	
<i>Number of direct reports</i>	

Position Summary

The Business Manager (Hotel) is responsible for operating a Limited Partnership business. The Manager is responsible for all aspects of operations of the Hacas Inn, Awis Guest House, and Upnit Lodge. The goal for the Business Manager is ensure profitability of the business, to drive sustainable development and long-term success to provide a return on investment for the Nation.

The Manager is responsible for planning, organizing, staffing, directing, and controlling all aspects of the business. The Manager will provide leadership and strategic planning to all departments in support of HFN service culture and customer satisfaction.

The Manager is a key ambassador for the company brand. The Manager leads by example and fostering HUU-ay-aht First Nations Core Principles *ʔiisaak* - Greater Respect, *ʔuuʔaluk* - Taking Care Of, and *Hišuk ma cawak* - Everything is One.

The incumbent will work closely with the senior management team, CEO, and other stakeholders.

Key Accountabilities

The Business Manager is accountable for:

- Developing business plans and goals for future development/improvements that leads to growth and prosperity.
- Ensuring efficiency and effective use of resources in the business operation(s).
- Exploring opportunities to add value to the business.



HFN Group of Businesses

4576 Adelaide St, Port Alberni BC V9Y 6N3 ph. 778-421-2663 fax 778-421-2664

- Optimizing the business' financial performance to ensure maximum profitability.
- Marketing and promoting the business.
- Ensuring delivery of an excellent guest experience resulting in high levels of customer satisfaction
- Supervising and overseeing the staff and activities.
- Developing and implementing policies and procedures to improve effectiveness and efficiency.
- Ensuring compliance to all policies, procedures and regulations regarding safety, security, and emergencies.
- Managing on-going profitability, ensuring revenue and guest satisfaction targets are met and exceeded.

Job Duties

Planning

- Designs and implements long and short-term business plans, including performance targets and metrics, to promote attainment of goals.
- Ensures adequate resources (people, material, equipment) to complete operational activities.
- Implements optimal and attractive products and services.
- Organizes and coordinates operations to ensure productivity.
- Manages the day-to-day business operation including daily accounting, bank deposits, payroll, and cash management.
- Manages the business assets including the buildings, moorage/docks, and equipment. Conducts routine maintenance required on building and is the lead on property issues including capital projects and refurbishment.
- Ensures correct usage of the Company's corporate identity and produces and distributes information and promotional materials.
- Ensures full compliance with policies, procedures, and service standards.
- Supervises and directs employees and provides performance feedback and coaching to improve their effectiveness.
- Develops and implements employee training and development plans.
- Assists employees with day-to-day concerns and issues.
- Handles employees' complaints and incidents including conflict resolution, accidents, health and safety concerns, work refusals and investigations.



HFN Group of Businesses

4576 Adelaide St, Port Alberni BC V9Y 6N3 ph. 778-421-2663 fax 778-421-2664

- Administers disciplinary action if required in accordance with established procedures.
- Recruits and train new employees
- Maintains accurate and up-to-date employee records that comply with legislative requirements.
- Ensures that time sheets are completed and submitted properly.
- Prepares, presents, and achieves annual Operating Budget, Marketing & Sales Plan and Capital Budget.
- Orders and maintains stock and implements rigorous costing, purchasing and inventory control measures.
- Implements promotional and marketing activities.
- Maintains relationships with partners/vendors/suppliers.
- Negotiates contracts.
- Gathers, analyzes, and interprets data and writes reports on the financial performance of the business.
- Meets all legal and business reporting and licensing requirements and maintains relevant records.
- Ensures effective and open communication with all staff and effectively passes instructions to staff without being misunderstood.
- Encourages a positive and supportive working environment and a team approach.
- Ensures superior customer service.
- Handles customer complaints in a polite and professional manner.
- Ensures that all employees are working in compliance with HFN legislation and policies, fire regulations, HACCP, Canada Labour Code, WorkSafeBC BC, BC Human Rights Codes, and other legal requirements.
- Facilitates Lands LP house rentals.
- Represents the business in the community and at events.
- Performs other related duties and tasks as required to meet the needs of the operation.

Operational Requirements

- Reside in Bamfield and become an integral part of the community.
- Maintain a high level of professional appearance, demeanor, and ethics.



HFN Group of Businesses

4576 Adelaide St, Port Alberni BC V9Y 6N3 ph. 778-421-2663 fax 778-421-2664

- Prepared to work long hours and weekends whenever necessary, especially during the busy season, to ensure the business is successful.
- Successful background checks, including, criminal record check, employment verification, reference checks, and education/credential verification.
- Physical strength, agility, and coordination sufficient to perform the work, including long working hours, standing for extended periods of time and handling freight.

Education and Experience Requirements

- A minimum of 5 years' experience working at a senior level in a similar business.
- Certification(s) and/or license(s) appropriate to the business.
- Demonstrated ability as an entrepreneur having successfully developed or expanded businesses.
- Proven ability to manage business operations including financial acumen.
- Proven ability to manage and develop staff including the ability to mentor, coach and manage performance.
- Proven ability to negotiate and manage contracts.
- Excellent customer service skills.
- Proven ability in environmental stewardship as it relates to the specific business.
- Comfortable dealing with conflict, delegating tasks and speaking in public when required.
- Excellent oral and written communication, interpersonal and organizational skills.
- Ability to delegate, set expectations and monitor progress.
- Ability to think fast, analyze situations and come up with workable solutions to challenges face by the business.
- Demonstrated proficiency in Microsoft Office (Word, Excel, Outlook), and POS systems.
- Knowledge of Huu-ay-aht First Nations goals and aspirations.
- Knowledge of the unique challenges facing remote communities
- Demonstrated ability and experience in upholding the HFN organizational Values: *Professionalism, Respect, Health, Effective Communication, Trust, Support.*



HFN Group of Businesses

4576 Adelaide St, Port Alberni BC V9Y 6N3 ph. 778-421-2663 fax 778-421-2664

(Name of Manager)
Hospitality LP Manager

Date

Manager

Date