

## OFFICE MANAGER

Do you have a passion for the hospitality industry? Have you been searching for an opportunity to use your impressive administrative and management skills while gaining hotel management experience?

If you thrive on providing exceptional customer service in the hospitality industry and you are passionate about advancing your career in hotel management, then this opportunity will be of great interest to you.

DJ Group of Companies is seeking a highly motivated, dependable, and personable individual with leadership ability who is ready to take their career to the next level.

This position will oversee administrative functions and assist Hotel Management with daily operations, service delivery, inventory management, scheduling, and performance management.

Our company provides a competitive salary and benefits package, including paid vacation, subsidized accommodations, travel allowance, access to company vehicle, and a generous food discount.

The ideal candidate has demonstrated knowledge and experience in hotel and/or business management and an ability to develop and inspire teams to reach their full potential in an inclusive and respectful workplace environment. They have excellent oral and written communication, problem-solving, time management, organizational, and customer service skills, with a strong attention to detail. They are also empathetic to the concerns and needs of guests and staff, and are known for their pleasant demeanor, positive attitude, professionalism, and strong awareness and appreciation for cultural diversity.

### RESPONSIBILITIES:

Submit bi-weekly payroll reports to Admin Office and prepare daily, weekly and monthly reports, including P&L.

Order office supplies, manage inventory, and maintain filing system

Prepare contracts for group reservations and facility bookings

Provide support in the day-to-day operations of the Hotel including accounts (cash, lotto, vendor machine count), accommodations, facility bookings, guest services, hospitality, maintenance, kitchen, and bar operations.

Anticipate guest needs and build relationships through maintaining constant communication, assisting with general inquiries, requesting feedback, and addressing complaints or concerns in a timely and professional manner.

Ensure customer bookings are accurately entered with all required information in the 5 Star Booking System and assist with account collection.

Adhere to all safety requirements as per standard operating procedures and OHS regulations.

Perform other duties as requested by Hotel Management, including occasional errands such as transporting guests and freight from store.

#### QUALIFICATIONS:

A Diploma in Office Administration, Business Administration, Hospitality/Tourism, Hotel/Restaurant Management, or related field with at least one (2) years of experience in Office or Business management is required. Preference will be given to candidates with experience in the hotel industry. An equivalent combination of education and experience may be considered. Knowledge of the local community and the Inuit culture is a definite asset in addition to experience with the 5 Star Booking System. A working knowledge of Microsoft Office is required along with a valid Class 5 driver's license. Applicants must speak fluent English and be eligible to work in Canada.

Salary: \$35-45,000 per year depending on qualifications

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#### Benefits:

- Group insurance (shared cost with employer)
- Subsidized accommodations
- Discount in dining room during work hours
- Northern Residence Deduction as per CRA regulations

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Location: Nain and Hopedale, Labrador

*We would like to thank all applicants for their interest in this position, however, only those selected for an interview will be contacted.*#