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## Job Posting

Position Title:	Assistant Manager
Operation:	Thompson's Resort
Location:	Missinipe, SK
Duration:	May – September

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## Company Overview

Adventure Destinations International (ADI) is a privately owned organization that owns and provides marketing and support services to a collection of recreation properties in Northern Saskatchewan.

ADI encompasses Twin Falls Lodge, Thompson's Resort, five outpost camps and 29 secluded fly-in fishing lakes.

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## Position Overview

The Assistant Manager supports the Resort Manager and performs various duties involved in the day-to-day operation of Thompson's Resort. They assist to ensure operations are smooth and successful with the goal to provide an exceptional Guest experience. The Assistant Manager must be familiar with all aspects of the Manager's job and will act in the role of Resort Manager in their absence. The Assistant Manager will live on site in Missinipe, SK for the duration of the season.

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## Areas of Responsibility

The Assistant Manager works as part of the Guest Services team to ensure all aspects of the resort are ready for our guests.

- Develop and nurture positive relationships with guests, staff and community
- Provide ongoing support to the Resort Manager including help oversee and coordinate daily operations
- Support the team to achieve and exceed objectives related to guest service, motivation, and financial goals
- Recruit, onboard and train staff
- Identify and help resolve guest concerns/complaints
- Implement processes and procedures to limit repeat concerns in response to guest feedback
- Proactively promote all health and safety policies and initiatives
- Review, evaluate and ensure Resort cleanliness, food quality, and presentation to meet or exceed expectations
- Help refine standard operating procedures for each functional area
- Oversee administrative duties which may include reservations, staff scheduling, payroll, client relations, billing, inventory controls and ordering
- Work closely with Front Desk to respond appropriately to Guest inquires and ensure reservations are booked correctly
- Provide leadership and direction to all staff
- Continuously seek ways to improve operations, streamline resort functions, and improve service delivery
- Floater, can jump into all departments
- Other duties as necessary

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## Employment Schedule and Hours

This position is expected to work 5 to 7 days per week, averaging 8-10 hours per day throughout the duration of the season. Hours will vary when the Assistant Manager is acting as Resort Manager in their absence.

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## Additional Job Benefits

All staff are provided with free-of-charge accommodations and one meal per day throughout the duration of the working season. Meal plans for a cost recovery fee will be available. Fishing boats and other recreation equipment are free to staff members during off-work hours (must only pay for gas).

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## Education and Experience

- Post secondary education preferred
- Experience in the hospitality and tourism sector
- Previous supervisor or managerial experience
- Experience with administrative duties and operational reporting
- Financial management, reporting and budgeting

- Strong computer literacy (MS Office Suite) and office equipment skills
  - Driver's license
  - First Aid and CPR certification an asset
  - Background in outdoor activities like fishing, hunting and camping is beneficial
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### **Knowledge, Skills and Abilities**

- oversee and evaluate employee performance
  - mentor, teach, and team building
  - provide excellent customer service and resolve guest complaints
  - proven success in a collaborative team environment
  - high degree of professionalism
  - solid understanding of conflict resolution
  - strong communication, interpersonal and decision-making skills
  - ability to converse with people of diverse backgrounds and cultures
  - ability to multi-task
  - knowledge of the local area is beneficial
  - willingness to learn ADI booking and point of sales systems
  - willingness to work in other areas of the resort where needed
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**Submit your cover-letter, resume and 3 references to [psfern@adventuredestinations.ca](mailto:psfern@adventuredestinations.ca)**