



Arctic  
Co-operatives  
Limited

**Position Title:** Hotel Manager  
**Reports to:** General Manager  
**Locations:** Baker Lake, NU

The compensation package for permanent Hotel Managers includes: competitive salary, subsidized housing, relocation assistance, Northern Living Allowance, annual vacation, Northern Travel Allowance, an employer-matched pension and a comprehensive group benefits plan. (Dependent on need/skill set/experience level, there may be opportunities for contract Hotel Management positions but the compensation package is not the same that is offered to permanent roles.)

The community owned Co-operatives in the Arctic are multi-purpose businesses that provide a wide range of services to their members and their communities. Services provided by local Co-ops include hotel and tourism operations within "Inns North" Hotels. Hotels can vary from a small hotel (4-6 rooms) to a larger hotel operation (40+ rooms). Some restaurants are for hotel guests only, while others are open to the public.

**Position Summary:**

Reporting to the General Manager, the Hotel Manager is responsible for the daily supervision of the Hotel through financial records and reporting, hiring and training of staff, payroll administration, day-to-day business communication, marketing and promotion and other duties as assigned.

**Duties and Responsibilities:**

Although the General Manager is ultimately responsible, the Hotel Manager is responsible for the day-to-day operations of the Hotel. Supervision of the Hotel staff is required to ensure that guests experience a superior stay.

- Effectively organize and oversee all hotel duties including all filing (reservations, bookings, lease information, invoices, statements etc.), ordering adequate office supplies, preparing and sending customer invoices and basic office procedures;
- Supervises, trains and assigns duties and responsibilities to the Head Cook and Head Cleaner to ensure daily and monthly deadlines are met;
- Manage the reservation system;
- Conduct day end closing procedures and reconcile reports as necessary. Report all shortages or reconciliation issues with General Manager;
- Ensure daily deposits are made;
- Maintain the efficient organization of meal planning.
- Process all incoming and outgoing transfers, invoices and charges;
- Ensure optimal customer relations by responding effectively to customer requests;
- Ensure the accurate recording and organization of payroll records including timesheets, schedules and related payroll files and employee records;
- Schedule with the Head Cook staffing requirements based on occupancy;

- Schedule with the Head Cleaner staffing requirements based on occupancy;
- Send reservation information to the General Manager at least weekly but whenever a significant change occurs;
- Ensure that the office and general workplace meets the highest of standards for cleanliness and organization. Delegate clean-up activities as required;
- Perform other duties as required so as to ensure the effective operation of the co-operative;

**And Other Duties as assigned:**

- The General Manager may assign other duties that fit the overall goals of the Co-op.

**Qualifications:**

- Demonstrated knowledge and experience in all aspects of hotel management;
- Knowledge of Marketing and Promotions;
- Proficient in application software – ideally Microsoft Office and POS;
- Ability to communicate effectively, verbally and in writing;
- Solid understanding of co-operative principles and philosophies;
- Strong organizational skills;
- Ability to supervise and motivate staff members;

**Working Conditions:**

- Extended hours of work, including 50-60 hours per week are not unusual in a hotel operation;
- Access to medical facilities is limited with many locations only having a nurse's station.