



# General Labourer

## **Reports To**

Hospitality Manager

## **Summary**

If you love people, the beautiful west coast of Vancouver Island and the idea of working in a rewarding position with a progressive, culturally aware and supportive company then you should apply for this posting! The remote community of Bamfield is full of adventure, great people and opportunity for advancement in the tourism and hospitality industry.

Please contact us for information on training and housing options.

## **Competencies**

- Attention to Detail - Attends to details and pursues quality in the accomplishment of tasks, regardless of the volume of duties encountered.
- Commitment to Health and Safety - Works in compliance with all applicable health and safety legislation and established policies and procedures.
- Ownership - Takes pride in the work that is accomplished, and understands the function of tasks within the larger picture of the organization. Ensures deadlines are met and work is completed properly.
- Teamwork - Works cooperatively and effectively with others to reach a common goal. Participates actively in group activities fostering a team environment.
- Time Management - Balances a myriad of tasks; prioritizes duties as needed.

## **Job Duties**

- Celebrate successes and foster an atmosphere of success
- Conduct monthly reporting
- Determine areas of improvement for employees, providing additional training as needed
- Ensure employees have clear goals and are aware of expectations
- Ensure that timesheets are completed and submitted correctly on a bi-weekly basis
- Maintain accurate and up-to-date employee records that are in compliance with legislative requirements
- Ensure all appropriate workplace regulations and legislation regarding health and safety, accommodation standards, and company policies and procedures are adhered to at all times
- Ensure that safe work practices are being followed
- Ensure that all employees comply with company policies, procedures, and ethical standards

Templates and policies from HRdownloads.com are provided for clients of our service. Customers may use this document as is, or as a starting point for their own documents. HRdownloads.com assumes no responsibility for the enforcement or effectiveness of its templates and policies. Always consult legal counsel before implementing any new policies or procedures at your organization.



- Evaluate employee performance and provide feedback, coaching, and formal evaluations
- Ensure the highest standards of personal hygiene and dress is enforced amongst all employees
- Ensure all guests are greeted and welcomed in a friendly manner and their questions are answered as required
- Attend to customer complaints in a professional manner when they are escalated to the management level
- Develop strategic performance metrics and targets that are consistent with company goals
- Maintain shift schedules to ensure sufficient employee coverage
- Oversee staff to ensure work is being performed according to established standards

### **Job Requirements**

- Degree or an advanced degree in hospitality or a field related to the industry or related experience
- Strong formal and informal leadership skills
- Sound analytical thinking, planning, prioritization, and execution skills
- Effective leadership skills, with a strong focus on mentoring and motivation of employees
- Demonstrated time management skills
- Ability to complete financial reports, progress reports and general bookkeeping duties
- Ability to remain calm and poised in urgent situations

### **Work Conditions**

- Exposure to hazards associated with the industry/trade
- Extended periods of standing, and other physically demanding conditions
- Hazards associated with conducting work outdoors
- High noise levels
- Lifting, moving, or manipulating objects up to (X) kilograms
- Occasional travel
- Operation and use of necessary tools, machinery, or equipment
- Regular exposure to conditions including heat, humidity, and dust
- Repetitive work
- Use of required personal protective equipment