



Shearwater Job Ads

Shearwater Resort & Marina is British Columbia's ultimate sportfishing and eco-tour destination, offering a selection of fishing trips and wildlife tours, as well as accommodations and mooring services. Shearwater is located on BC's Central Coast in the Great Bear Rainforest.

To apply, please send your resume to Nolfa Altamirano-Ikeda at Nolfa@Shearwater.ca and indicate the position(s) that best fit your capabilities, certifications and interests.

Hotel Manager

Shearwater Resort & Marina is proudly owned and operated by the Heiltsuk First Nation. The Hotel Manager joining our tight knit team of professionals will be seeking a quality of life where both work and play intertwine in a balanced and inclusive manner. Fostering a strong, healthy and sustainable lifestyle through actions and behaviours that contribute to reconciliation is important to each member of the Shearwater Resort & Marina team.

About the Hotel Manager Position:

This role is a great opportunity for a Rooms Division leader looking for the next step in their career journey. Bringing a keen understanding of hotel rate management, outstanding hospitality and guest service, and guest room cleanliness standards will ensure success in the role. Additional attributes and responsibilities include:

- Displays warm hospitality with guests and fellow employees reflecting the values of the Heiltsuk First Nation in all interactions.
- Recruit, train and lead a team of front office and housekeeping employees
- Responsible for all aspects of the Front Office including Customer Service, Reputation Management, Revenue Management and Team Development.
- Responsible for all aspects of the Housekeeping Department including guest room standards, cleanliness, staffing, inventory and the pristine condition of the public spaces.

Front Office Supervisor

Shearwater Resort & Marina is proudly owned and operated by the Heiltsuk First Nation. The Front Office Supervisor joining our tight knit team of professionals will be seeking a quality of life where both work and play intertwine in a balanced and inclusive manner. Fostering a strong, healthy and sustainable lifestyle through actions and behaviours that contribute to reconciliation is important to each member of the Shearwater Resort & Marina team.

About the Front Office Supervisor position:

This role is a leadership role that is able to seamlessly step-up in the absence of the hotel manager while also displaying the capacity to be hands-on with the housekeeping and front desk agents.

While most job requirements can be trained when the role is awarded, a desire to provide a high level of guest service and a natural ability to work with a variety of Property Management Systems is important.

- Displays warm hospitality with guests and fellow employees reflecting the values of the Heiltsuk First Nation in all interactions.
- Excellent customer service skills, with the ability to anticipate guest needs
- Manage reservations and accurately provide inventory on a daily basis
- Answer telephone calls and respond to inquiries and bookings
- Attend to check-ins/check-outs
- Attend to concierge services
- Tend to house-keeping and room preparation if and when needed

- Maximize hotel revenue opportunities through rate and room type management
- Knowledgeable in all aspects of the resort to answering questions = acting as an ambassador for the area
- Ability to make sensible decisions when confronted with problems
- Maintain a professional attitude, and be creative in attending to guest requests
- Completes other duties through the resort as assigned and as business levels demand

Front Office Agent

Shearwater Resort & Marina is proudly owned and operated by the Heiltsuk First Nation. The Front Office Agent joining our tight knit team of professionals will be seeking a quality of life where both work and play intertwine in a balanced and inclusive manner. Fostering a strong, healthy and sustainable lifestyle through actions and behaviours that contribute to reconciliation is important to each member of the Shearwater Resort & Marina team.

About the Front Office Agent Position:

- Displays warm hospitality with guests and fellow employees reflecting the values of the Heiltsuk First Nation in all interactions.
- Excellent customer service skills, with the ability to anticipate guest needs
- Manage reservations and accurately provide inventory on a daily basis
- Answer telephone calls and respond to inquiries and bookings
- Attend to check-ins/check-outs
- Attend to concierge services
- Tend to house-keeping and room preparation if and when needed
- Maximize hotel revenue opportunities through rate and room type management
- Knowledgeable in all aspects of the resort to answering questions = acting as an ambassador for the area
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- Maintain a professional attitude, and be creative in attending to guest requests
- Completes other duties through the resort as assigned and as business levels demand

Room Attendants

Shearwater Resort & Marina is proudly owned and operated by the Heiltsuk First Nation. The Room Attendants joining our tight-knit team of professionals will be seeking a quality of life where both work and play intertwine in a balanced and inclusive manner. Fostering a strong, healthy, and sustainable lifestyle through actions and behaviours that contribute to reconciliation is important to each member of the Shearwater Resort & Marina team.

About the Room Attendant position:

Room attendants are **responsible for cleaning and servicing guest rooms in order to provide a pleasant and comfortable experience for guests.**

They ensure that all rooms are inviting and clean and they address all guest queries politely and knowledgeably.

No experience is necessary to apply for this role, but there are some job attributes that would be important to ensure success and enjoyment in the position:

- Ability to think on your feet & proactive
- Great attention to detail
- A love for task oriented day which gains in the moment results
- Proven track record in attendance
- Desire to live and work away from the big city in a beautiful central coast setting

Fishermen's Bar & Grill Server

Shearwater Resort & Marina is proudly owned and operated by the Heiltsuk First Nation. The Fishermen's Bar & Grill Server joining our tight knit team of professionals will be seeking a quality of life where both work and play

intertwine in a balanced and inclusive manner. Fostering a strong, healthy and sustainable lifestyle through actions and behaviours that contribute to reconciliation is important to each member of the Shearwater Resort & Marina team.

About the Fishermen's Bar & Grill Server:

The Fishermen's Bar & Grill Restaurant Server, or Food Server, is responsible for providing excellent customer service and dining experience for customers at a restaurant. As a server, you will have the ability to seamlessly manage the guest experience in a very fast paced environment without appearing stressed or out of control. Aside from all aspects of managing the guest experience and your server section, you will comfortably provide responsible beverage service as legislated by your **Serving It Right** designation.

Requirements:

- Serving It Right responsible beverage service Certification
- Ability to provide excellent customer service to all diners
- Ability to use point-of-sale systems
- Ability to multitask and to cater to multiple groups at one time
- Ability to dissolve conflict, take criticism, and solve problems
- Knowledge of basic math equations, particularly addition and subtraction
- Ability to learn quickly on the job

Chef de Partie

Shearwater Resort & Marina is proudly owned and operated by the Heiltsuk First Nation. The Chef de Partie joining our tight knit team of professionals

will be seeking a quality of life where both work and play intertwine in a balanced and inclusive manner. Fostering a strong, healthy and sustainable lifestyle through actions and behaviours that contribute to reconciliation is important to each member of the Shearwater Resort & Marina team.

About the Chef de Partie position:

The Chef de Partie is the assistant supervisor to the Head Chef and holds a leadership role on the line in the kitchen. Quality, consistency and cleanliness standards are the top skills that the Chef de Partie will bring to their role.

- **Red Seal Certification Cook Level 2**

Fishermen's Bar & Grill Cooks - various levels

Shearwater Resort & Marina is proudly owned and operated by the Heiltsuk First Nation. The Fishermen's Bar & Grill Cook's joining our tight knit team of professionals will be seeking a quality of life where both work and play intertwine in a balanced and inclusive manner. Fostering a strong, healthy and sustainable lifestyle through actions and behaviours that contribute to reconciliation is important to each member of the Shearwater Resort & Marina team.

About the Fishermen's Bar & Grill Cooks:

The Fishermen's Bar & Grill is actively seeking several levels of cooks with various amounts of experience and/or cooking styles. A flexible schedule and a great desire to learn and develop are the key assets of these roles.

Shearwater Resort & Marina works closely with the Culinary department at the VCC and, for the right candidate, is open to sponsoring Red Seal Certification for keen and talented cooks. Regardless of your experience, this kitchen is likely a great fit for you.

Food & Beverage Assistant Manager

Shearwater Resort & Marina is proudly owned and operated by the Heiltsuk First Nation. The Food & Beverage Assistant Manager joining our tight knit team of professionals will be seeking a quality of life where both work and play intertwine in a balanced and inclusive manner. Fostering a strong, healthy and sustainable lifestyle through actions and behaviours that contribute to reconciliation is important to each member of the Shearwater Resort & Marina team.

About the Food & Beverage Assistant Manager:

This is a great role for a Hotel Banquet Captain or a Cafe Manager looking for the next step in their career journey. The successful candidate will be the right hand of the Food & Beverage Manager providing a natural ability to lead and inspire teams and a high level of accountability.

- Displays warm hospitality with guests and fellow employees reflecting the values of the Heiltsuk First Nation in all interactions.
- Excellent customer service skills, with the ability to anticipate guest needs
- Serving It Right responsible beverage service Certification
- Ability to provide excellent customer service to all diners
- Ability to use point-of-sale systems
- Ability to multitask and to cater to multiple groups at one time
- Ability to dissolve conflict, take criticism, and solve problems
- Knowledge of basic math equations, particularly addition and subtraction
- Ability to learn quickly on the job
- Knowledge of basic administration skills and tasks such as scheduling and filing
- Ability to make sensible decisions when confronted with problems
- Maintain a professional attitude, and be creative in attending to guest requests

- Completes other duties through the resort as assigned and as business levels demand
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Dishwashers

Shearwater Resort & Marina is proudly owned and operated by the Heiltsuk First Nation. The dishwashers joining our tight-knit team of professionals will be seeking a quality of life where both work and play intertwine in a balanced and inclusive manner. Fostering a strong, healthy, and sustainable lifestyle through actions and behaviours that contribute to reconciliation is important to each member of the Shearwater Resort & Marina team.

About the Dishwasher position:

Dishwashers are responsible for washing and sanitizing dishes, tableware, glassware, pots, pans, and utensils through manual and machine cleaning methods. Additionally, dishwashers are expected to keep the dishwashing area clean and safe and maintain clean / dry floors throughout the shift

No experience is necessary to apply for this role, but there are some job attributes that would be important to ensure success and enjoyment in the position:

- Ability to think on your feet & be proactive
- Great attention to detail
- A love for task oriented day which gains in the moment results
- Proven track record in attendance
- Desire to live and work away from the big city in a beautiful central coast setting

Shearwater Resort & Marina works closely with Occupational Health and Safety and, for the right candidate, is open to sponsoring WHMIS certification for keen and dependable employees. Regardless of your experience, this kitchen is likely a great fit for you.

