



## **Nisga'a Tourism**

Explore our land.  
Experience our culture.

Date: May 20, 2022

### **Contract Opportunity: Lodge Manager, Vetter Falls Lodge (Onsite) Duration: 6 months (possible longer if required)**

#### **Unique Opportunity**

Nisga'a Tourism / Nisga'a Lisims Government (NLG) is looking for an individual to restart operations at Vetter Falls Lodge this summer including hiring and training staff and mentoring a Nisga'a Citizen (single or couple) to eventually run the lodge as their own business. This contract position is for 6 months (may be extended) and is perfect for a seasoned manager who is passionate about operations, training, and mentorship and who has experience working in remote/rural locations.

#### **About Vetter Falls Lodge**

Vetter Falls Lodge is located in the heart of the Anhluut'ukwsim Laxmihl Angwinga'asa'anskwahl (Nisga'a Memorial Lava Bed Park). The lodge was purchased by the Nisga'a Nation to support the growth of tourism in the Nass Valley.

The lodge is centrally located in the Nass Valley, 90 kilometres north of Terrace, and is within a large natural forest near Ts'itksim Aks (Vetter Falls). Accessed from the Nisga'a Highway #113, just before reaching the Nisga'a Village of Gitlaxt'aamiks, Vetter Falls Lodge is near many key attractions in the Nass Valley.

Vetter Falls Lodge is a bed and breakfast style accommodation and features a main lodge with 5 rooms and one smaller cabin with 3 bedrooms including a loft. The main lodge building has a beautiful dining area and a commercial kitchen serving breakfast, lunch, and dinner for guests staying at the lodge and for locals.

The lodge has been closed for 2 years and Nisga'a Lisims Government is looking for a Manager to restart the lodge's daily operations. The lodge has had extensive upgrades completed in this time, and is ready for turn-key operations.

## **Responsibilities**

The primary responsibility of the Manager is to set up systems to restart the operations of Vetter Falls Lodge, to hire and train staff and to mentor a Nisga'a Citizen (single or couple) to eventually run the lodge as their own business.

The Manager is responsible for overseeing and organizing, as well as directing the lodge's operations, including food & beverage, housekeeping, office administration and staff management. The successful candidate(s) should be passionate about Indigenous culture, remote backcountry living, eco-friendly and sustainable practices and enjoy sharing experiences with guests. You will make each guest feel welcome, comfortable, safe and feel right at home.

You are passionate about training and mentorship and thrive on the challenge of living on-site in a remote location approximately 1 hour from a thriving Northern BC city.

## **Core Responsibilities**

- Set up operations systems to reopen the lodge in early summer 2022
- Run the lodge efficiently and profitably
- Mentor a Nisga'a Citizen (couple or individual) to take over the lodge within 6 months

## **Managing and Training Staff**

- Create and maintain an ambiance of family, trust and pleasure for staff and guests alike
- Hire and train staff (housekeeping, kitchen, maintenance)
- Complete and schedule staff meetings as required
- Ensure all staff have proper safety and orientation training
- Resolve team conflict respectfully and effectively

## **Lodge Operations**

- Work with NLG accounting to prepare budgets, cash flow and revenue targets to run the lodge efficiently
- Tracking and administration of chef orders, supply orders, etc. – report to NLG accounting on a regular basis
- Set room rates in consultation with NLG's accounting department
- Manage room reservations
- Schedule of all staff
- Obtain a liquor license
- Tracking and administration of chef orders, supply orders, etc.
- Protect the reputation of the Vetter Falls Lodge guest experience; maintain order and parity with staff; respect the environment and wilderness.

## **Guest Services**

- Demonstrate high levels of energy and enthusiasm at all times
- Welcome guests upon arrival and departure
- Ensure the main area of the lodge is clean, warm and inviting at all times
- Monitor guest experiences. Ensuring all guest files are up to date, addressing outstanding balances before departure, guest concerns/complaints noted and addressed promptly

## **Housekeeping**

- Support housekeeping as needed. Stepping into housekeeping needs when required
- Ensure that all rooms are well-maintained

## **Food & Beverage**

- Work with Chef to plan meals for guests
- Work with the Chef to manage the scheduling for kitchen staff
- Implementing monthly inventories. Check delivery weigh bill against order
- Be awake for each morning, prior to breakfast to welcome guests
- Operate and staff a licensed bar

## **Qualifications**

- 5+ years management/leadership in a remote camp or hotel/hospitality industry

### *Preferred Qualifications:*

- First aid certificate
- Food Safe Certificate (mandatory)
- Liquor Serving Certificate
- Driver's License (Class 5)
- Post-Secondary Tourism Management, or Resort/Hotel Management considered an asset
- Culinary experience in a remote camp or hotel/hospitality industry an asset
- Criminal Record Check
- Previous experience working at a remote wilderness lodge considered an asset
- Previous guiding experience considered an asset
- Ability to lift 30 lbs
- Ability and willingness to work at the resort for the season and rotations into the resort as required during the off season

**What We Offer:**

- Competitive contract fee
- Accommodation in a private room at Vetter Falls Lodge
- Meals
- An incredible environment in one of the most beautiful places in British Columbia

**To Apply**

To apply for this contract, please send your resume and cover letter **by Friday, June 17, 2022** to Bertram Mercer, Economic Development Officer, at [Bertramm@nisgaa.net](mailto:Bertramm@nisgaa.net).

If you have any questions please contact: **Bertram Mercer** at [Bertramm@nisgaa.net](mailto:Bertramm@nisgaa.net).

We look forward to hearing from you!

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**About Nisga'a Tourism**

Nisga'a Tourism is responsible to develop a thriving tourism sector in Nisga'a Lands / Nass Valley benefiting the four Villages, Nisga'a Entrepreneurs and all Nisga'a citizens.

Nisga'a Tourism has three overarching goals:

1. Economic prosperity through tourism
2. Economic cohesion and alignment with the four Villages
3. Branding and selling the Nisga'a story to the world