

Job Description – Lodge Manager

Job title	<i>Lodge Manager</i>
Location	<i>Stewart – Cassiar Highway, 249km, Northern BC</i>
Reports to	<i>General Manager</i>
Updated	<i>April 2026</i>

Job Summary

As Lodge Manager, you are responsible for the overall leadership, performance, and day-to-day operation of Bell 2 Lodge. This is a senior, hands-on role requiring full operational oversight, strong leadership, and a commitment to delivering exceptional guest experiences across all areas of the property.

This is a **year-round position** spanning two highly distinct operations. In the summer season, the lodge operates as a hotel, restaurant, and gas station servicing transient tourists and mining industry clients. In the winter season, the lodge transforms into Last Frontier Heliskiing, providing a premium, all-inclusive resort experience for high-end international guests staying five nights or more.

The Lodge Manager assumes full responsibility for lodge operations, ensuring they are safe, guest-focused, and financially efficient. This role requires a **minimum two-year commitment** and is suited to a candidate who thrives in a remote environment, can adapt to seasonal operational shifts, and leads by example in a multi-department setting.

Essential Duties & Responsibilities

- **Leadership & Team Management** – Take a lead on all aspects of team leadership, including recruitment, scheduling and performance monitoring. Supervise, mentor, and delegate responsibilities across all lodge departments, fostering a positive, professional, and collaborative work environment
- **Guest Experience & Hosting** – Actively engage with guests, ensuring exceptional service standards, handling complaints, and acting as the primary point of contact during their stay
- **Seasonal Operations Management** – Oversee and adapt operations between summer hotel/roadside services and winter heliskiing resort operations, ensuring consistency in quality and service delivery
- **Financial Oversight & Administration** – Manage lodge accounting, including reservations, billing, payroll coordination, expenses, and reconciliations. Ensure all financial reporting is accurate and completed on time
- **Inventory & Cost Control** – Monitor stock levels across all departments, manage ordering, and ensure effective inventory control to maximize profitability and minimize waste
- **Health & Safety Compliance** – Ensure all lodge operations meet or exceed WorkSafeBC standards and maintain compliance with all applicable regulations and emergency response plans
- **Operations & Logistics** – Manage the logistics of operating in a remote environment, including timely procurement, supplier coordination, and transportation of goods and equipment

- **Interdepartmental Coordination** – Maintain strong communication with Ski Operations, Head Office, suppliers, and all lodge departments to ensure seamless operations
- **Reservations & Systems Management** – Oversee reservations, PMS/POS systems, reporting, and ensure accuracy of guest accounts and operational data
- **Training & Standards** – Implement training programs and enforce policies and procedures to maintain high operational and service standards
- **Guest Services & Concierge Oversight** – Ensure all guest needs, special requests, and expectations are anticipated and met at a high level
- **Heliskiing Operations Support (Winter)** – Work closely with the Guiding Manager and Head Office to support ski operations and ensure an exceptional guest experience aligned with brand standards
- **Incident Response** – Thoroughly familiarize yourself with our Incident Response Plan and take an active lead in coordinating base response in the event of an emergency
- **Sales & Representation** – Act as an ambassador for the business and identify opportunities to promote and sell Bell 2 Lodge and Last Frontier Heliskiing experiences
- Maintain a professional, punctual, and well-presented appearance at all times
- All other duties as assigned by the General Manager

Required Skills & Experience

- Minimum 2+ years experience in a similar management role, preferably in a remote lodge or resort environment
- Experience in luxury hospitality, or high-end guest service environments an asset
- Background in a similar lodge or resort setting is preferred
- Previous experience in a heliskiing or cat skiing operation a strong asset
- Proficient in Google Suite and Microsoft Office, particularly Excel, Word, and Outlook
- Experience with PMS and POS systems, including troubleshooting front and back-end issues
- Knowledge of payroll systems (e.g., Push Payroll) is an asset
- Strong leadership, team management, and conflict resolution skills
- Excellent communication and interpersonal skills
- Strong financial acumen, including budgeting, reporting, and cost control
- Advanced organizational and multitasking abilities with exceptional attention to detail
- Ability to balance competing demands and prioritize a large workload effectively
- A flexible and collaborative approach, with a proactive and solution-oriented mindset
- Strong problem-solving skills with ability to think clearly and confidently make decisions under pressure
- Ability to work independently and as part of a leadership team
- Ability to appropriately balance work & social life, particularly in a remote live-in environment
- Hospitality, Tourism, Business, or Management qualifications are an asset
- Serving It Right certification required; Food Safe and First Aid certifications are assets
- Full valid driver's license required
- Multiple languages are an asset
- Passion for outdoor adventures and alpine environments is welcomed!

Working conditions

This is a year-round, live-on-site position based in remote Northern BC. Working rotations are based on a 3- week on, 1- week off schedule, working 10 hours per day whilst on rotation.

Lodging and all meals are provided whilst on rotation. All staff are required to leave the lodge during their scheduled time off, and transport between the lodge and Terrace is provided. During the heliskiing season, alternative transport to Smithers can also be provided, where subsidized accommodation for your scheduled time off is available (winter only).

Please note we are unfortunately not able to accommodate pets.

This type of work environment is challenging and demanding. The people who thrive here are intrinsically motivated by a passion for service, take pride in everything they do, and have a genuine interest in how all aspects of lodge operations come together to create meaningful experiences for our guests.