



Assistant Guest Service Manager Full-Time

Campbell River Region
Campbell River

Wednesday July 15, 2026

\$21 - \$25/ hour (\$23.40 to \$26.00)

Company: Naturally Pacific Resort

Website: <https://www.naturallypacific.ca/>

Industry: Management/ Administration

How to apply:

<https://naturallypacificresort.applytojob.com/apply/NRylzo1hBy/Assistant-Guest-Service-Manager>

Expiry Date:

Wednesday, July 29, 2026

Details:

The Team: Naturally Pacific Resort aims to become a top resort that welcomes everyone and offers exciting experiences every day. We are seeking team members who are passionate about providing exceptional hospitality and service, and who align with our values of Passion, Community, Inclusion, and Innovation. Our focus is not only on creating memorable experiences for guests but also on establishing a fulfilling and enjoyable work atmosphere for our team. Becoming part of the Naturally Pacific team will allow you to engage in the hospitality industry within an expanding company that values every individual's input and celebrates achievements collectively.

The Role: As a key member of our team the Guest Service Manager is responsible for the overall operations of the Guest Service Department for the Resort. They will ensure an exceptional level of hospitality and service to our guests - Going above and beyond to create memorable experiences. The Guest Service Manager will be a hands-on leader whose team will be responsible for all guest interactions and arrival experience, specialized recommendations, concierge services, and check-out processes. They will meet and collaborate with Resort department managers to ensure seamless services. The ideal candidate will have extensive experience in leadership and the hospitality industry. Your contributions to the team include:

- Implementing and enforcing policies and procedures for daily operations.
- Supervise the Guest Service team and provide positive leadership.
- Address guests' inquiries, complaints, concerns, and requests with a high level of hospitality and professionalism.
- Train and motivate the Guest Service team to create a positive and professional environment.
- Manage group and individual performance

expectations and goals while providing mentorship and feedback at all levels.

- Oversee Guest Service activities to ensure consistent and exceptional service techniques for guest check-in and check-out.
- Take part in the recruitment and hiring process for the Guest Service team.
- Establish work schedules and review hours for payroll records.
- Provide extensive knowledge of the Resort and its facilities as well as local attractions and events to ensure a memorable experience for guests.
- Assist in managing inventory and supplies to ensure they are stocked and organized.
- Maintain good communication and coordination with all department managers to ensure seamless Resort operations.
- Participate in operations and management meetings to stay informed on maintenance and housekeeping issues, and policy and procedure changes.
- Oversee daily valet operations to ensure efficient vehicle handling, guest satisfaction, and adherence to safety protocols.
- Train, schedule, and support valet staff, ensuring high standards of professionalism, accountability, and service delivery.

Perks & Benefits

At Naturally Pacific Resort, we believe in recognizing and rewarding the valuable contributions of our colleagues. As a member of our team, you can expect to enjoy a comprehensive range of benefits. Please note that specific benefits may vary depending on the role and level within the organization.

- Comprehensive employer paid health, vision, and dental coverage for you and your family.
- Access to ongoing training and development opportunities to support your career growth and advancement within the company.
- Employee and Family Assistance Program.
- Discounts on various resort amenities and services such as food, golf, retail, and spa.
- Support for your health and wellness goals.
- Registered Pension Plan (RPP) eligibility after 1 year.
- Accommodations available for qualifying candidates.

We are committed to fostering a positive and supportive work environment where our employees feel valued, respected, and motivated to excel. We believe that by investing in our team members' well-being and professional development, we can collectively achieve success and create a thriving and fulfilling work environment. You will be eligible to receive wages starting from \$23.40 to \$26.00 per hour, this will be determined by your skill set, education and experience.

The Resort: At Naturally Pacific Resort, our mission is to provide guests with a memorable and meaningful experience. Located at the crossroads of the forest, mountains, and the Pacific Ocean in Campbell River BC, Naturally Pacific's 100-room resort features a luxury spa, upscale restaurant and 18-hole golf course with a virtual driving range and lounge. This coastal destination offers spectacular views and

access to some of the best outdoor experiences in the world. From eco-adventures, internationally renowned salmon fishing, wildlife watching, to traversing the parks and trails, Campbell River is a doorway to adventure. Thank you and we look forward to receiving your application!

Qualifications & Experience:

- 1 year in a management/leadership role.
- 5 years of guest service experience.
- 2 years of hospitality experience.
- High level of attention to detail and enthusiasm to develop your knowledge and the team.
- Possess good leadership and management skills.
- Proven ability to successfully support, motivate, and lead a large and diverse team.
- Excellent communication skills both verbal and written.
- Proven conflict resolution, negotiation and relationship building skills.
- Ability to analyze and interpret the needs of guests and offer the appropriate solutions.
- Ability to respond and adapt quickly in a dynamic and changing environment.
- Able to build and maintain lasting relationships with corporate departments and employees.
- Excellent in all MS Office suite.
- High level of personal integrity and confidentiality.
- Ability to work under pressure and deliver high-level hospitality.
