NIEFS
NORTH ISLAND EMPLOYMENT

Household Manager
Full-Time

Campbell River Region
Campbell River

Monday November 16, 2026

$41+/ hour ($100,000.00 to $120,000.00 per annum)

Company: Broadstreet Properties Ltd

Website: https://www.broadstreet.ca/careers

Industry: Management/ Administration

Remote/Camp Based Job: No

How to apply:

Please apply directly at: https://www.broadstreet.ca/careers/household-manager-campbell-river

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Expiry Date:

Monday, November 30, 2026

Details:

Working closely with the family and the broader family office team, the Family Services Manager will oversee the day-to-day coordination of household and family support services within a private family office environment. The role will provide leadership and direction to a team responsible for transportation, personal services, event planning, household coordination, and other services supporting the family's day-to-day needs. The Family Services Manager will serve as a key point of contact between family members and other family office departments, ensuring that information is communicated clearly, priorities are understood, and requests are coordinated efficiently and discreetly. The ideal candidate will be highly organized, proactive, and service-oriented, with strong leadership and communication skills. They will be comfortable managing multiple priorities, coordinating complex schedules and activities, resolving issues, and anticipating the needs of the family. A high level of professionalism, discretion, confidentiality, sound judgment, and flexibility is essential. As part of the overall compensation package, accommodation options may be considered for the successful candidate. Your contributions to the team: Leadership • Provide day-to-day leadership, direction, and support to household and family office support staff. • Directly manage staff responsible for transportation, event planning, household coordination, and related services. • Establish clear expectations, priorities, and standards of service for the team. • Coordinate staff schedules, coverage, vacation, time off, and other staffing requirements. • Assign and prioritize tasks based on family needs, schedules, and business requirements. • Monitor the quality, timeliness, and completion of work performed by household staff. •

Provide coaching, feedback, and performance management as required. • Support recruitment, onboarding, training, and development of household staff. • Foster a professional, collaborative, and service-focused team environment. • Ensure appropriate confidentiality and discretion are maintained by all staff. Family & Household Coordination • Receive, organize, prioritize, and communicate requests from family members to the appropriate staff or service provider. • Ensure appropriate resources, staffing, transportation, and services are arranged to meet families' schedule. • Coordinate calendars, schedules, appointments, events, travel-related requirements, and other family activities as required. • Identify potential scheduling conflicts, operational issues, or service gaps and proactively resolve them. • Coordinate special projects and requests that require support from multiple household staff or family office departments. • Maintain a high degree of flexibility and responsiveness to changing family priorities. Communication & Cross-Department Coordination • Serve as a central communication point between the family, household staff, family office managers, and internal departments. • Ensure relevant information is communicated accurately, appropriately, and in a timely manner. • Establish clear processes for escalating issues, obtaining approvals, and communicating changes in priorities. • Maintain appropriate boundaries regarding confidential family, financial, personal, and operational information. • Ensure the family receives timely updates on matters requiring their awareness, decision, or approval. • Support alignment between family expectations and operational execution across the family office. What we offer: Employees enjoy a wide range of benefits and competitive reward. You will be eligible to receive salary range of $100,000.00 to $120,000.00 per annum, this will be determined by your skill set, education and experience. You will also be eligible to participate in the Company's benefits program covering: • Employer paid extended health, vision, and dental coverage (including family) • Employee and Family Assistance Program • Employee Referral Program • Yearly health and wellness benefit • RPP eligibility after 1 year • In-house professional development opportunities Why Broadstreet? Broadstreet Properties Ltd. is a family owned and operated property management company, partnered with Seymour Pacific Developments, that manage multi-family residential communities. We are a growing organization made up of diverse team members who are motivated to continuously innovate our approach to asset management. We consider employee wellbeing a priority and are dedicated to protecting the health and safety of our

teams while ensuring a workplace that is respectful of everyone. Broadstreet Properties Ltd. practices equal opportunity hiring and onboarding processes to ensure equal access and participation for everyone. We understand that we have a responsibility for ensuring a safe, dignified, and welcoming environment and we are committed to creating an inclusive environment for all employees irrespective of race, colour, religion, sexual orientation, gender identity, or any other status protected by law. We believe in integrating people with disabilities into our workforce by removing barriers and meeting accessibility needs.

Qualifications & Experience:

What you need to be successful: • Post-secondary education in business administration, hospitality, operations management, related field or equivalent experience. • 4 plus years of experience in operations management, household management, executive support, family office services, hospitality management, event management, or a similar leadership role. • Previous experience managing employees and coordinating multiple teams or service providers. • Experience working in a private household, family office, executive environment, luxury environment an asset. • Demonstrated experience coordinating multiple competing priorities, complex schedules, events, and projects. • Proven ability to lead, coach, and hold employees accountable while maintaining a positive and service-oriented environment. • Proficient with Microsoft Office, including Outlook, Word, Excel, and Teams. • Ability to develop and maintain organizational systems, schedules, trackers, and processes. • Ability to coordinate information across multiple departments and maintain accurate records. • Strong understanding of confidentiality, information management, and appropriate handling of sensitive information. • Familiarity with travel coordination, transportation logistics, and personal assistant services is considered an asset. • Exceptional organizational and time-management skills. • Strong interpersonal and communication skills, with the ability to communicate effectively with family members, executives, employees, vendors, and internal departments. • Demonstrated ability to exercise sound judgment, discretion, and professionalism. • Ability to remain calm, organized, and solution-focused in a fast-paced and frequently changing environment. • Flexible availability and willingness to accommodate changing schedules and family requirements. • Valid Class 5 driver's licence with a clean driving record.
