

ABOUT MACKENZIE BEACH RESORT

Mackenzie Beach Resort is a beachfront glamping and accommodation property in Tofino, BC, offering a distinctive mix of vintage Airstreams, Surf Bungalows, cabins, Forest Camping, and the Spartan Imperial Mansion unit. We combine laid-back coastal hospitality with genuinely memorable guest experiences, and we're looking for a hands-on leader to help run the property day to day.

THE OPPORTUNITY

MBR is hiring an Assistant General Manager to support the General Manager in overseeing all aspects of resort operations — guest experience, front office, housekeeping, maintenance coordination, staff supervision, and administrative operations. This is a leadership role suited to someone who thrives in a fast-paced, guest-facing environment and wants real ownership over how a property runs.

What You'll Do

- Act as the primary on-property leader in the General Manager's absence, with full authority to resolve operational and guest issues
- Oversee daily operations across front desk, housekeeping, and grounds/maintenance to ensure smooth, consistent guest experiences
- Supervise, schedule, and support front-line staff; assist with hiring, onboarding, and performance management
- Handle escalated guest concerns and service recovery with sound judgment and a calm, solutions-first approach
- Support budgeting, payroll administration, and expense tracking in coordination with the General Manager
- Monitor and help maintain quality, safety, and brand standards across all unit types (Airstreams, Surf Bungalows, cabins, Forest Camping, Spartan Imperial Mansion)
- Assist with vendor and contractor coordination for maintenance, supplies, and property upkeep
- Contribute to marketing, promotions, and local partnership initiatives as needed
- Step into General Manager responsibilities during absences, vacations, or peak-season support periods

What You Bring

- 2+ years of supervisory or management experience in hospitality, resort, or short-term accommodation operations
- Strong working knowledge of front office and property management systems (Cloudbeds experience an asset)
- Demonstrated ability to lead a team, resolve conflict, and stay composed under pressure
- Comfort with hands-on, varied work — this role moves between front desk, admin, and property walk-throughs
- Availability for flexible scheduling, including weekends, holidays, and peak summer season
- Valid BC driver's licence considered an asset
- A genuine interest in the Tofino community and coastal, outdoor lifestyle

Why Join MBR

- Work in one of the most beautiful coastal settings on Vancouver Island
- A close-knit, hands-on team environment with real decision-making responsibility

- Free Staff accommodation
- Monthly phone allowance
- Medical/Dental Benefits

POSITION SUMMARY

The Assistant General Manager (AGM) supports the General Manager in the overall leadership and day-to-day operation of Mackenzie Beach Resort. The AGM is responsible for ensuring high standards of guest service, operational efficiency, and staff performance across all departments, and assumes full operational authority in the General Manager's absence.

KEY RESPONSIBILITIES

Operations & Guest Experience

- Oversee daily resort operations, ensuring consistent, high-quality guest experiences across all accommodation types
- Monitor front office operations, reservations, and check-in/check-out flow
- Resolve escalated guest concerns and complaints promptly and professionally
- Conduct regular property walk-throughs to monitor cleanliness, maintenance, and brand standards

Team Leadership

- Supervise front desk, housekeeping, and grounds/maintenance staff
- Create and manage staff schedules to ensure appropriate coverage across shifts and seasons
- Assist with recruitment, onboarding, training, and performance evaluations
- Foster a positive, accountable team culture aligned with MBR's brand and values

Administration & Financial Support

- Support the General Manager with budgeting, forecasting, and expense management
- Assist with payroll administration and timekeeping accuracy
- Maintain accurate operational records, incident reports, and compliance documentation
- Support procurement and vendor/contractor coordination for supplies and property maintenance

Leadership Coverage

- Assume full operational and decision-making authority in the absence of the General Manager
- Represent MBR in interactions with contractors, local authorities, and community partners as needed

QUALIFICATIONS

Required

- 2+ years of supervisory or management experience in hospitality, resort, or accommodations operations
- Strong communication, organizational, and problem-solving skills
- Ability to work flexible hours, including evenings, weekends, and holidays
- Proficiency with property management systems (Cloudbeds experience preferred)

Preferred

- Post-secondary education in hospitality, tourism, or business management
- Experience with budgeting, payroll, or basic financial reporting
- Valid BC driver's licence
- Familiarity with the Tofino/Pacific Rim region

WORKING CONDITIONS

- Primarily on-site at 1101 Pacific Rim Hwy, Tofino, BC
- Role requires standing, walking the property, and occasional lifting (up to 25 lbs)
- Exposure to outdoor/coastal weather conditions during property walk-throughs
- Shift work required, including weekends and statutory holidays, particularly during peak season