



D I M E N S I O N S

Lodge Housekeeping Supervisor

Who We Are

Combining neuroscientific research with plant ceremony and luxurious hospitality, Dimensions focuses on restorative well-being and transformational growth. Dimensions helps improve and transform lives by drawing on the restorative power of nature, spa rituals, remarkable cuisine, and plant ceremony. Supporting lives to reset, renew and transform lies at the heart of everything we do. We are passionate about our purpose and it is the reason we come to work every day. Dimensions Algonquin Highlands is our first Canadian property to open among our growing international collection of safe, legal and luxurious accommodations in natural settings.

The Role

“I will not let anyone walk through my mind with their dirty feet.” - Mahatma Gandhi

“The objective of cleaning is not just to clean, but to feel happy living within that environment.” - Marie Kondo

“Cleanliness is a state of purity, clarity, and precision” - Suze Orman

“Clean your Space, Clear your Mind” – Anonymous

Reporting to the Lodge Manager, the Lodge Housekeeping Supervisor is responsible for scheduling, training, and performance of the Housekeeping Team. Respecting the guest’s privacy and safety is of the utmost importance for the entire Dimensions Team. The Housekeeping Team is at the heart of creating exceptional guest experiences and maintaining standards of hospitality our guests will always remember.

Duties and Responsibilities

- Weekly scheduling of Housekeeping Team
- Room Quality Inspections
- Maintaining performance management systems
- Daily/weekly assigning of cleaning tasks
- Providing training to the Housekeeping Team
- Will assist housekeepers in preparing for arrival and daily cleaning of Guest Rooms and Cabins to luxury standards as necessary
- Ensure the Health, Safety, and Privacy of guest;
- Oversee cleanliness of all guest areas
- Investigating and addressing complaints regarding poor housekeeping service
- Regularly taking inventory of cleaning supplies
- Any additional tasks as assigned by Lodge Management

Qualifications

- Hospitality degree or diploma and/or previous luxury resort experience preferred
- Passionate about hospitality and cleanliness
- 2+ years of housekeeping experience; previous experience supervising a team would be an asset
- Dedicated to growth in self and the organization as Dimensions continues to expand
- Exceptional organizational, attention to detail, and interpersonal skills
- Displays initiative, enthusiasm and self-motivation

- Must have an eye for detail in all aspects of guest service delivery
- Must be discrete and respectful of others
- Ability to communicate effectively with all levels of guests, employees and management
- Ability to work varied hours/days, including nights, weekends, and holidays as needed
- Able to work within the physical demands of the position including extensive walking, bending, pushing and pulling, lifting and carrying of over 25lbs

What we offer

- Excellent and comprehensive training program that will help you build skills and grow/develop in a luxury guest service environment
- Work in a picturesque and natural lakeside (Maple Lake) location
- Competitive flexible benefits package for full-time and part-time staff
- Health benefits starting on day 1 for full-time staff
- Access to a comprehensive employee and family assistance program
- Access to Calm subscription and other mindfulness and meditation resources that support mental health
- Employee Housing assistance program
- Meals on duty

LOCATION: Dimensions Algonquin Highlands is located at 1218 Canopy Lane, Maple Lake, Stanhope Township, Ontario (20 minutes west of Haliburton).

How we hire

Please send a cover letter and resume to: Recruiting@dimensionsretreats.com

Dimensions is committed to fostering a climate of diversity, equity, inclusion and respect. We are committed to creating an inclusive environment where people from all backgrounds can thrive. We welcome all applicants, and encourage applications from racialized persons, Indigenous Peoples, women, persons with disabilities, LGBTQ2S persons, and others who may contribute to furthering a diversity of ideas within our organization.

We thank you to all who apply, however only qualified candidates will be contacted.

To Enquire: Recruiting@dimensionsretreats.com