



DIMENSIONS

Lodge Activities Coordinator

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

Reporting to the Property Manager the activities team facilitates the recreational use of the property, providing guests with the opportunity to immerse themselves in the natural beauty of the property and of Maple Lake. You will organize and direct the use of recreational equipment and support guests to explore individually, or through guided tours. You will perform routine maintenance on recreational equipment as well as preparing for seasonal storage. Other key duties will be supporting the maintenance team when not engaged in recreation activities and providing support to housekeeping as needed.

Duties and Responsibilities

- Lead/guide experiences including but not limited to: hiking, kayaking, canoeing, paddleboarding, snowshoeing and cross country skiing
- Support guests to safely explore our activities on their own or in a group
- Responsible for the health and safety of guests
- Provide the history of our property and the larger the Haliburton area
- Maintain detailed logs of guest use of activities
- Attend safety talks and staff meetings
- Timely and accurate reporting of all incidents, deficiencies and guest feedback to appropriate staff
- Support maintenance and housekeeping staff with other duties as needed, when not scheduled for recreation duties.
- Responsible for the ongoing general appearance of the property

Qualifications

- Previous luxury hospitality or guiding experience preferred
- Must possess a valid G license; Comfortable operating vehicles and equipment
- Displays initiative, enthusiasm and self-motivation
- Experience with various activities, not limited to kayaking, canoeing, paddleboarding, hiking, snowshoeing, and cross country skiing
- Ability to instruct people of varying skill levels how to be safe on the water as well as on land
- Experience in facilities, maintenance, or grounds-keeping experience is an asset
- Exceptional customer service and relationship building skills
- Must be fluent in English; working proficiency in French would be an asset
- Must have an eye for detail in all aspects of guest service delivery
- Must be discrete and respectful of others

- Must be able to be flexible as required
- Comfortable working outside in all conditions and for extended periods of time
- 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 50lbs

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