



DIMENSIONS
ALGONQUIN HIGHLANDS

Job Description: LODGE MANAGER

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 Managing Director - People and Corporate Leadership Programs, the Lodge Manager is responsible for directing the full luxury experience for our guests during their stay and managing the daily operations of Dimensions at Algonquin Highlands. You will administer the welcome and arrival of the guests, support in the service of meals, and act as a liaison with the Maintenance, Housekeeping, Culinary, and Clinical Teams. You will also assist with the planning and booking of guests at future Dimensions Retreats, property management, operational administration.

Duties and Responsibilities

Management + Guest Services

- Create and maintains customer-driven operations and processes, empowering lodge team to excel in superior customer care.
- Handle day-to-day operations, problems solving, guest recovery, and service resolution in all departments.
- Communicate regularly with the Senior Team and fellow Lodge Manager to understand expectations and important considerations while providing on-the-ground feedback.
- Ensure the health, safety, and privacy of our guests.
- Build and maintain strong relationships with guests and the local community.
- Oversee communications between departments.
- Effectively manage the development of team member and constantly monitor the quality of the team and service.
- Assist in monitoring performance and conducting employee evaluations.
- Conduct regular meetings with team members to communicate information relevant to the smooth operation of maintenance and activities programs.
- Oversee and ensure all activities equipment meets quality assurance standards and is provided upon request – including guided tours on the lake or through the back forest.
- Manage all aspects of emergency procedures and assist with training for team members, work with management to develop and test emergency procedures.



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- Monitor the condition and cleanliness of assets, including guest rooms, public and service areas.
- Assist with sales calls and requests for information as needed.
- Assist with monthly forecasting and goal setting. Focuses on achieving revenue goals by managing reservation activity, stay restrictions, and motivating the lodge staff.
- Support the Lodge Hosts with their regular duties, including pre-arrival communications, welcoming guests upon arrival, confirming accommodations, providing keys, directing/escorting to rooms and cabins, and assisting with luggage delivery.
- Answer guest questions or direct to the proper team member(s).
- Suggest and implement new ideas

Lodge + Property

- Assist in evaluating and engaging with contractors for facility projects and delivery of services.
- Assist in overseeing the execution of short-term renovations (internal and outsourced) to meet company standards and expectations.
- Contribute to the preparation, and project management of building projects.
- Provide support to any crisis and emergency situations that may arise (i.e. hydro, heating, plumbing issues, etc.).
- Assist in overseeing scheduling for facilities/property/activities projects to ensure necessary maintenance is performed while limiting effects on the guest experience.
- Oversee guest safety on the property, buildings and/or when using Dimensions activities equipment.
- Assist in managing Maintenance Team to ensure all necessary maintenance to equipment throughout the season, as well as end-of season maintenance and storage, is done properly.
- Oversee regular maintenance of hiking trails, clearing of brush, growth and fallen trees.
- Oversee the development of the forest features; expansion of pathways including boardwalks, art installations and structures/interactive features.
- Oversee repairs or corrections to property, buildings, and assets.
- Oversee snow clearing/removal and sanding responsibilities on the property. Ensure guest and employee safety on all pathways, roads, steps, etc.
- Ensure building operations meet company standards and comply with all local laws and regulations.
- Oversee and ensure cleanliness of the grounds, to be free of debris and to meet company standards.

Administration

- Oversee service contracts and maintain relationship with trades for warranty related issues on building and operational assets.
- Oversee preventative maintenance on mechanical, electrical, fire/safety, water & plumbing, and waste management systems.



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- Work with Project Management System (PSM) functions.
- Assist with scheduling and payroll reporting.
- Monitor inventory and assist departments with purchases, par stocks of supplies and amenities so that each department can function properly in tune with occupancy expectations.
- Reconcile any additional guest charges, communicate to the guest, and settle as required upon departure.
- Any additional tasks as assigned by Management.

Qualifications

- Hospitality degree or diploma and/or previous resort experience preferred.
- Minimum 3 years experience in a management role.
- Proven leadership and team management skills with an ability to foster a positive company culture.
- Proficient with Microsoft Office, PMS software, Point Of Sale systems, able to easily learn and navigate various software programs, possesses strong administrative experience.
- Exceptional customer service, communication, interpersonal and relationship-building skills.
- Exceptional organizational, problem-solving, and critical thinking skills with a keen eye for detail.
- Strong listening skills with a relaxed, approachable attitude that supports guest needs.
- Confident and ambitious with ability to thrive in challenging or stressful environments.
- Previous fine dining serving experience an asset.
- Must have an eye for detail in all aspects of guest service delivery.
- Must be discrete and respectful of others, maintaining a high degree of confidentiality.
- Must be fluent in English; working proficiency in French would be an asset.
- Able to work varied hours/days, including nights, weekends, and holidays as needed.

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.
- 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).



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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, LGBTQIA2S+ 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