



Assistant Innkeeper

The Assistant Innkeeper will be part of a team that seeks to provide a high standard of service, gracious hospitality and delicious cuisine. Working closely with the owner, this individual will have a wide range of responsibilities that include providing exceptional guest experiences, taking and managing reservations, assisting with planning and running events, managing housekeeping and daily operations, and assisting with social media and marketing.

Role & Responsibilities

The Assistant Innkeeper helps oversee day-to-day aspects of the inn operations including: guest relations, front desk, and housekeeping. The position requires the ability to work on some weekends and holidays.

- Serves as “Manager on Duty”, including managing check-ins and check-outs, taking reservations and assisting with guests’ needs.
- Manages the reservation system to ensure accuracy and appropriate preparation for arriving guests.
- Promotes a “spirit” of hospitality throughout property.
- Ensures that all guest related issues are resolved in a manner consistent with the inn’s mission and policies.
- Confirms that housekeeping standards are maintained
- Assists with planning and managing events.
- Participates in the development of guest specials and packages
- Monitors Social media, Google Analytics, Website traffic and assists with related marketing
- Helps manage labour & staff hours
- Manages and monitors monthly inventory of supplies and equipment. Ensures purchases made are within budget.
- Provides relief or back-up duties as needed including event planning, tours, serving, and other duties to ensure the optimum operation of the property.

Qualifications and Skills:

- I. Experience in the hotel/hospitality industry preferred
- II. Strong written and verbal communication
- III. Organizational and time management skills
- IV. Ability to work with computer-based reservation and hotel management programs
- V. Professional, energetic, self-motivated, and detail oriented.

Seasonal. Full-time