



An Affiliate of the Métis Nation of Alberta

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## **Summer Lodge Experience Associate**

**Location:** Métis Crossing, Smoky Lake, AB

**Closing Date:** Until Suitable Candidates Found

**Position Status:** Seasonal (May – August), Full time & Part time

### **The Organization**

Métis Crossing is Alberta's first major Métis destination where we share and celebrate the Métis culture with all people! With their unique designs that combine both traditional and contemporary Métis craftsmanship, The Lodge and the Gathering Centre at Métis Crossing are special blends of comfort, culture, and Métis history. Directly adjacent to the Cultural Gathering Centre, our 40-room boutique Lodge offers scenic views overlooking the majestic North Saskatchewan River, the very route used by our Métis ancestors as they gathered here to trade. The Cultural Gathering Centre is the base for all our cultural and educational programs. The Lodge offers a Bistro for coffee and express breakfast, as well as a Lounge for cocktails and light snacks. Together they are an ideal location for corporate and government retreats as well as family gatherings.

### **The Opportunity**

Métis Crossing seeks positive and friendly individuals to execute front desk administrative functions while ensuring a high quality of customer service at the Lodge and Skywatching Domes. This is a summer term position with an end date of September 1<sup>st</sup>, 2024. The successful candidates are expected to work as a member of the lodge team to achieve a high guest satisfaction, identify opportunities for improvement, and maintain a courteous and positive work environment. Successful candidates will become a champion of the Lodge's Smart Hotel Software and the property management system.

### **Key Responsibilities**

- Follows all established and future front office Standard Operating Procedures.
- Communicates effectively with customers, co-workers, and supervisors.
- Handles difficult guest inquiries and concerns effectively.
- Provides courteous, prompt, and accurate inter-hotel communications to staff and customers.
- Effectively processes and modifies reservation bookings using Central Reservation System (CRS).
- Promptly checks in or checks out guests, with attention to detail and accuracy.
- Reports, turns in, and/or logs all lost and found items according to established procedures.

- Utilizes up-selling techniques to maximize profitability.
- Ensures organization and cleanliness of the front desk area.
- Reports all concerns related to Engineering/Maintenance, Health and Safety, Security or Suspicious circumstances (including smells/sights and sound) immediately to their supervisor.
- Adheres to all of the Lodge's standards, including Hygiene, Health and Safety, and Guest Interactions
- Promptly meet deadlines with professionalism handling phone calls, emails and in-person inquiries
- Provide exceptional customer service and following procedures to ensure high service standards.
- Other duties as assigned.

### **Skills & Competencies**

- Customer service skills
- Self motivated
- Multi-tasking, ability to work in a fast-paced environment.
- Proven ability to problem solve.
- Ability to work well with peers in a group environment and work independently with little supervision.
- Ability to handle difficult situations with a calm demeanor.
- Excellent organizational and time management skills
- Ability to multi-task.
- Computer literate with Microsoft Office programs.
- Have experience or willing to learn to operate a PMS (property management system (Smart Hotel Software).
- Proficient with data entry, process development: reservations requests, company correspondence and office procedures.
- Proven oral and written communication skills.
- Must be able to speak, read, write, and understand English.
- Knowledge of Métis culture, history, and issues affecting Métis people.
- Cultural sensitivity and an ability to promote an inclusive environment exemplified by understanding all cultural groups.

### **Qualifications**

- Enrolled in an educational program.
- Strong customer service skills.
- Knowledge of Métis traditions.
- Knowledge of Alberta history and cultural diversity.
- Knowledge of Alberta Métis.

### **Other Requirements**

- Availability to work a mixed schedule of days, evenings, and weekends.

- Ability to work at Métis Crossing in Smoky Lake.
- Clear Criminal Record Check required.
- Must be returning to school full-time in the Fall 2024.

**Employment Details:**

- Schedule will be based on a 40-hour work week, and will include weekdays, weekends, and holidays.

**What we Offer:**

- A rich Indigenous cultural experience.
- Opportunity to work at the first Major Métis cultural interpretive center.
- Personal development & career opportunities.
- Part time or casual employment during the school year.
- Training.

Please send your resume to [employmentmc@metis.org](mailto:employmentmc@metis.org)

*Métis Crossing thanks all applicants for their interest. Only applicants selected for an interview will be contacted. No phone calls please.*