Housekeeping Leader

Job ID
9639

Wickaninnish Inn

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LOCATION	DATE POSTED	EXPIRY DATE
500 Osprey Lane, Tofino, BC| British Columbia	16-05-2026	12-11-2026

TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD 52 237.50 per year	2 years to less than 3 years	College, CEGEP or other non-university or diploma from a program of 1 year to 2 years

Job Details

Join our Housekeeping Team as a Housekeeping Leader, where you have the opportunity to learn and grow in a Relais & Châteaux property recognized by Forbes, Michelin Key, AAA Four Diamond, and Travel & Leisure's World's Best Hotels.

We are dedicated to fostering a culture of belonging where every individual is appreciated and valued for who they are. We are passionate about providing a supportive environment for our team, delivering excellence to our guests while achieving the highest sustainability practices, and creating a lasting legacy for our families and communities.

As a Housekeeping Leader you will be responsible for the overall, day-to-day operation of the Housekeeping Department and will be a member of the Wickaninnish Inn's Senior Management Team. The Housekeeping Leader along with the Director and other Housekeeping Leaders will be responsible for ensuring that the Wickaninnish Inn standards of service are maintained and that all housekeeping team members are consistently exceeding our guests' expectations.

NOC Code: 62021

Salary is $52,237.50 per year plus gratuities. Financial commitment incentive and team housing is available. Wages may be increased due to annual salary reviews, provincial minimum wage changes or at the employer's discretion. 1 position available.

Benefits: Group insurance benefits (incl. vision care benefits, dental care benefits, life insurance, travel insurance), RRSP matching, gratuities, and other benefits (incl. Hotel/Restaurant discounts, free parking, wellness programs).

As a Housekeeping Leader you will:

• Be true to the mission statements of the Inn. Constantly ensure that the "5 C" standards of Relais & Chateaux, Forbes, AAA standards and Wickaninnish Inn service philosophies are followed.
• Assist in fostering an inclusive culture where all team members feel valued for who they are, feel appreciated for their contributions, talents, and perspective, and are offered opportunities for growth and development

• With the Housekeeping Leadership Team manage the operations of the housekeeping department. Lead by example and be a pro-active member of the Housekeeping Leadership Team.
• As a Housekeeping Leader be responsible and accountable for the actions of the housekeeping team. You will work as a “hands on manager” assisting the team as they strive to meet or exceed guest expectations.
• Be the contact person for all guests who may require immediate assistance from Housekeeping Leadership, and/or follow up with guest concerns as necessary.
• With the Housekeeping Leadership Team create a positive atmosphere for learning & development for housekeeping team members.
• Assist in planning and coordinating the activities of housekeeping team.
• Create, implement, monitor and continually improve systems and processes within the Housekeeping Department that drive efficiency, team culture, and ameliorate the guest experience.
• With the Housekeeping Manager create, record and manage the annual budget for the Housekeeping Department. Maintain financial records and prepare budgets, payroll and team members schedules.
• With the Housekeeping Leadership Team be responsible for the overall cleanliness and physical condition of all areas of the Wickaninnish Inn. Conduct inspections to ensure that departmental standards and health and safety regulations are being met.
• Participate in all Human Resource functions within the Housekeeping Department. Hire, train and supervise housekeeping staff.
• Complete all administrative responsibilities required to maintain the smooth operation of the Housekeeping Department.
• Ensure compliance with all Health & Safety standards and foster a culture of safety among the team.
• Source, purchase and inventory all Housekeeping Supplies. Select and purchase equipment and supplies, and maintain inventory as directed.
• Assist in coordinating the renovations, upgrades and deep cleaning of the Inn during the Annual Closure. Arrange for maintenance and repair of equipment and machinery as directed.
• Be responsible for sustainable cleaning practices, and legislated cleaning and safety procedures and standards for the Inn.

The Wickaninnish Inn is committed to the principles of equality and diversity in the workplace. We aim to hire the best candidate for the position based on their qualifications and merit in terms of knowledge, skills, and experience.
Our ideal candidate will embody the West Coast culture, while still being committed to the art of hospitality and pursuit of excellence. They will have:

• The willingness to learn in a team environment while striving to exceed Relais & Chateaux, AAA 4 & 5 Diamond and Forbes Standards.
• Exemplary guest service skills and demonstrated enthusiasm and talent for exceeding guest expectations.
• Excellent Human Resources skills.
• Minimum 2 years management or leadership experience in the service industry or 4 years of experience in a housekeeping department is necessary.
• Highly developed interpersonal and communication skills, both written and verbal, are needed.
• Strong organizational skills, attention to detail, ability to multi-task in a stressful environment, and creative problem-solving skills are necessary.
• Knowledge of standard operating financial statements as well as the budgeting process, scheduling and effective cost management.
• Working knowledge of relevant platforms including, but not limited to: Maestro PMS, and Microsoft Office suite
• To work evenings and weekends as needed, and maintain flexibility in scheduling.

• To have WHMIS knowledge and/or certification.
• The ability to make a commitment to the position for a mutually understood and agreed upon period of time.

To apply for this career opportunity, please send your resume and cover letter to Jobs@wickinn.com.

By submitting an application, you are attesting that the information given is accurate and you give consent to The Wickaninnish Inn to verify through means of previous employer contact and collection of information directly or indirectly through public social media. As we receive a high volume of e-mails, we are only able to respond directly to you if your Resume and interests align with our currently available positions.

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