

Johnson Lake Resort

Site Manager – Seasonal Full Time

Job Summary

The Site Manager is the on-site operational leader of Johnson Lake Resort, a lakefront recreational property in British Columbia. This is a live-in, hands-on management role responsible for the day-to-day operation of the resort, including guest relations, reservations management, facility oversight, cleaning of cabins, staff supervision, regulatory compliance, and safety. The Site Manager serves as the primary point of contact for guests, contractors, and the SIMPCW Resource Group, and is expected to represent the resort with professionalism and care. This role requires a self-directed, resourceful individual who is comfortable working independently in a remote setting, managing competing priorities, and delivering a positive guest experience with limited infrastructure and a small team.

Responsibilities

Guest Relations & Experience

- Serve as the first point of contact for all guests from reservation through departure.
- Conduct professional and welcoming guest check-ins and check-outs, ensuring all policies and site information are clearly communicated.
- Respond promptly to guest inquiries, concerns, and complaints, resolving issues with a solution-oriented and courteous approach.
- Prepare and distribute guest arrival information packages including directions, site rules, emergency contacts, and amenity instructions.
- Conduct brief orientations for cabin guests covering safety procedures, boat rental rules, fire safety, and waste management.
- Proactively identify opportunities to enhance the guest experience within operational and budget constraints.

Reservations & Administration

- Manage all reservations through the WebRezPro property management system including new bookings, modifications, cancellations, and payment processing.
- Maintain accurate real-time availability calendars for all cabins, RV/camp sites, and boat rentals.
- Coordinate housekeeping schedules with the cabin cleaner based on reservation turnover dates.
- Prepare and submit weekly occupancy and revenue reports to the SIMPCW Resource Group as directed.





- Maintain a resort operations log documenting daily activity, incidents, maintenance issues, guest feedback, and any regulatory interactions.
- Manage operational supply purchases within an approved budget, retaining all receipts and submitting monthly expense reports.
- Answer phone, email, and online inquiries in a timely and professional manner.

Facility & Grounds

- Conduct daily walkthroughs of all resort facilities including cabins, common areas, the dock, campground, and perimeter.
- Clean cabins thoroughly during the week along with supervising and assisting the cabin cleaner.
- Identify and document maintenance deficiencies and coordinate repair work with the on-call maintenance worker or external trades as appropriate.
- Ensure the resort grounds are maintained in a clean, safe, and presentable condition.
- Monitor and maintain the generator including fuel levels, routine checks, and scheduled servicing coordination.
- Oversee the water supply system, including monitoring water quality, coordinating required testing, and ensuring the treatment system (if applicable) is functioning correctly.
- Ensure all fire safety equipment (extinguishers, smoke detectors, CO detectors and first aid kits) is in place, functional, and within service dates.
- Manage seasonal opening and closing procedures for the facility including winterization tasks as directed.

Boat Rental Operations

- Manage the boat rental including check-out and check-in of rental vessels.
- Ensure all rental boats are clean, mechanically sound, and equipped with required equipment prior to each rental.
- Complete and retain boat rental agreements for all guests.
- Enforce safe boating rules and ensure guests receive a basic safety briefing before departing the dock.
- Report any boat damage, mechanical issues, or safety concerns immediately.

Staff Supervision

- Direct and schedule the daily work of the cabin cleaner and casual maintenance worker.
- Provide clear task assignments and follow up to ensure work is completed to standard.
- Model professional conduct and a positive, team-oriented work environment.
- Report any staff performance issues or concerns to the SIMPCW Resource Group in a timely manner.





Safety & Emergency Management

- Serve as the primary emergency response contact for the resort during operating hours.
- Maintain a current understanding of emergency procedures including fire evacuation, medical emergencies, and water rescue protocols.
- Ensure all guests are briefed on relevant safety information upon arrival.
- Maintain first aid kit(s) stocked and accessible.
- Liaise with emergency services as required and maintain clear communication protocols.
- Enforce resort safety rules and policies in a calm, respectful, and consistent manner.

Regulatory & Compliance

- Ensure resort operations always comply with requirements from Interior Health Authority and other applicable bodies.
- Maintain copies and records of all permits, licenses, water test results, and inspection records on site.
- Facilitate inspections by regulatory authorities and report outcomes to the SIMPCW Resource Group.

Requirements

- Experience at the front desk in a resort, hotel, campground, or lodge operations, with management abilities.
- Demonstrated ability to work independently and make sound decisions without direct supervision.
- Proficiency working on a computer, regularly using Word, Excel and PDFs.
- Ability and willingness to learn property management reservation software (WebRezPro experience an asset).
- Strong interpersonal and communication skills with a genuine commitment to guest satisfaction.
- Valid BC driver's licence and reliable transportation.
- Standard First Aid and CPR certification (or willingness to obtain prior to opening date).
- Comfort with physical work, outdoor environments, and variable weather conditions.
- Ability and willingness to live on-site as a condition of employment.

Working Conditions

- This is a live-in, on-site position. On-site accommodation is provided as part of the compensation package.
- Work is performed indoors and outdoors, in a remote wilderness environment.
- Hours will vary with occupancy levels and seasonal demand. Flexibility, including evenings and weekends, is required.





SimpCW Resources Group

- The role involves physical activity including walking, lifting, and outdoor tasks in variable weather.
- Cell service and internet connectivity may be limited at times and comfort with low-connectivity environments is necessary.

Wage: \$30-35 based on experience

Start Date: ASAP, estimated season end Sept 30

To Apply: HR@simpcwresourcesgroup.com

Closing Date: When filled

