Front Desk Supervisor

Coast Discovery Inn

Job ID
48327

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LOCATION	DATE POSTED	EXPIRY DATE
975 Shoppers Row, Campbell River, BC. V9W 2C4, Campbell River, BC, BC | British Columbia	28-11-2025	23-11-2026

TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD 25.00	1 year to less than 2 years	Secondary (high) school graduation certificate

Job Details

Business Name: Coast Discovery Inn

Title: Front Desk Supervisor

Number of Available Positions: 1

Terms of Employment: Permanent, Full-Time (30-40 h/w)

Wage: $25.00

Language of Work: English

Work Location: Campbell River, BC

Company Profile:
Coast Discovery Inn is a welcoming hotel located in the heart of Campbell River, British Columbia, offering guests a perfect blend of comfort, convenience, and coastal charm. With a strong reputation for customer service, pet-friendly accommodations, and versatile business facilities, Coast Discovery Inn provides a comfortable and memorable experience for both business and leisure travelers visiting Vancouver Island.

We are seeking a highly organized and customer-focused Front Desk Supervisor to join our team. This role involves coordinating, supervising, and scheduling the activities of front desk staff to ensure exceptional guest service and efficient administrative support. You will oversee daily check-in/check-out procedures, manage guest inquiries and complaints, and ensure all front-line staff adhere to company policies and service standards.

Job Description

Job Duties and Responsibilities:

• Supervise, coordinate, and schedule the activities of front desk and guest services staff to ensure smooth daily operations.

• Monitor staff performance, provide guidance and support, and assist with training new team members on service standards and procedures.

• Oversee check-in/check-out processes, reservations, and guest inquiries to ensure a seamless and welcoming experience.

• Handle customer complaints or issues promptly and professionally, ensuring effective resolution and guest satisfaction.

• Ensure front desk operations comply with company policies, health and safety regulations, and industry best practices.
• Maintain accurate records of bookings, payments, and guest information using appropriate software systems.
• Assist in preparing work schedules and shift coverage to maintain optimal staffing levels.
• Communicate effectively with housekeeping, maintenance, and management teams to coordinate guest services and resolve operational issues.
• Ensure the lobby and front desk areas remain clean, organized, and presentable at all times.
• Provide leadership by setting a positive example in professionalism, customer service, and workplace conduct.

Employment requirements:
• Completion of secondary school.
• At least one year of experience in supervisory or related field.
• Hospitality diploma or equivalent combination of relevant education and experience.
• Beginner to intermediate proficiency in the Microsoft Office Suite (Word, Excel, Outlook).
• Flexible availability to accommodate varying schedules, including weekends and holidays.
• Successful completion of Coast Guest Experience training.
• Competent in the use of a multi-line switchboard.

Your Skills:
• Advanced communication, interpersonal, and customer service skills to ensure exceptional guest experiences.
• Strong technical aptitude with a working knowledge of reservation systems.
• Multi-tasking capabilities and a proactive approach to service delivery.
• Consistently models the organization’s core values, emphasizing accountability and teamwork.
• Ability to handle conflict resolution and guest concerns calmly and efficiently.
• Demonstrates initiative, able to work independently and collaboratively.
• Enjoys working in a culture of accountability and aligns with Coast's core values.

Contact information/how to apply:
Email resume to: Coastdiscoveryjobs@gmail.com

As an equal opportunity employer, we encourage applications from all qualified individuals and specifically applicants from traditionally underrepresented groups – including Indigenous persons, vulnerable youth, newcomers, and persons with disabilities – who may contribute to the continued diversification of our organization.

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