



Maintenance Manager

About Wahous Wilderness Lodge

Located on traditional Ahousaht territory, Wahous Wilderness Lodge offers a unique blend of luxury and adventure nestled in the heart of Clayoquot Sound. Our lodge features 16 premium guest rooms, a sophisticated lounge and restaurant, spa facilities, eco-tour activities, and a one-of-a-kind longhouse. Beyond our seasonal eco-tourism activities (May to October), we also host transformative healing and wellness programs for youth and adults.

About MHEI

MHEI is dedicated to fostering economic development that benefits the ʕaḥuusʔaḥ musčim. We adhere to the principles of transparency, equity, and accountability while upholding our core values: Iisʔakstaḥ (respecting one another), Haḥuupstaḥ (teaching one another), Yaʔakstaḥ (caring for one another), and Huupiil'aḥ (helping one another).

What You'll Do

The **Maintenance Manager** is responsible to ensure smooth operation, and upkeep of WWL's buildings, property, equipment, machinery, and systems. This role is to lead a team of maintenance technicians and groundskeepers while actively participating in the maintenance, repair, and troubleshooting of property assets to ensure guest satisfaction, and safety. The role involves preventive and corrective maintenance, safety compliance, troubleshooting technical issues, and monitoring resources to maintain optimal operational efficiency. Coordinate with contractors for large scale projects and technicians for repairs. This is a senior level role and the position is a Manager on Duty role.

Key Responsibilities

- Oversee the maintenance and repair of all resort buildings, guest rooms, hot tubs, HVAC systems, electrical, plumbing, and mechanical systems, including sewage, drinking water, power generators, and water turbines.
- Ensure all maintenance work is completed efficiently and meets safety and quality standards.
- Develop and implement preventive maintenance schedules to minimize downtime and extend asset lifespan.
- Establish and enforce Standard Operating Procedures (SOPs) for maintenance operations.
- Respond promptly to emergency maintenance issues.
- Ensure compliance with WorkSafe BC regulations, WWL safety procedures, and specific safety protocols for equipment and materials.
- Assign and oversee daily maintenance tasks, ensuring smooth workflow and operational efficiency.
- Conduct regular staff meetings, training sessions, and performance evaluations.
- Assist in developing and managing the maintenance department budget, monitoring expenses, and negotiating cost-effective contracts.
- Oversee inventory management of tools, supplies, and equipment, ensuring adequate stock levels.
- Coordinate with external contractors for specialized maintenance tasks, including electrical work, HVAC repairs, heavy-duty machinery, and technical equipment.
- Review and negotiate service agreements, monitoring contractor performance to ensure quality and cost efficiency.
- Address guest maintenance requests and complaints promptly, ensuring timely resolution and proper follow-up communication.
- Identify and address areas in need of repair or improvement.
- Perform both minor and major repairs to resort infrastructure as needed.
- Maintain, operate, and repair resort systems, machinery, and equipment, including but not limited to hot tubs, saunas, drinking water systems, septic and effluent systems, bilge pumps, generators, turbines, vehicles, and machinery.
- Collaborate with other resort departments to ensure maintenance needs are met without disrupting the guest experience.
- Assist with deliveries and logistical support.
- Ensure resort property and building exteriors remain clean, organized, and well-maintained.
- Serve as **Manager on Duty** as required.

What You Bring

Qualifications

- Proven experience in maintenance, facilities management, or a related field.
- Strong knowledge of electrical, plumbing, HVAC, and mechanical systems.
- Experience leading a team, assigning tasks, and managing maintenance operations.

- Ability to troubleshoot and repair a variety of resort infrastructure, including water systems, generators, and mechanical equipment.
- Understanding of WorkSafe BC regulations and workplace safety standards.
- Strong organizational, problem-solving, and communication skills.
- Ability to coordinate with contractors and vendors for specialized repairs and maintenance projects.

Preferred Experience & Skills

- Previous experience in a resort, hospitality, or remote location setting.
- Budget management and cost control experience.
- Proficiency with maintenance tracking software or CMMS (Computerized Maintenance Management Systems).
- Knowledge of environmental and sustainability practices related to facility operations.
- **Small Vessel Operator Proficiency (SVOP)**
- **Small Domestic Vessel Basic Safety (MED A3)**
- **Restricted Operator Certificate-Maritime (ROC-M)**
- **Advanced First Aid (Occupational First Aid Level 3 or equivalent)**
- **Trade certifications** in heavy-duty mechanics, plumbing, and/or electrical work.

Physical Requirements

- Ability to stand, walk, bend, kneel, and lift for extended periods.
- Ability to lift objects weighing up to **50 pounds**.
- Comfortable working in **all weather conditions**, both indoors and outdoors.

What We Offer

- Competitive salary based on experience; \$65,000 to \$85,000 annually
- Two (2) weeks vacation to start.
- Potential for performance based bonus.
- On-site accommodation with meals included.
- A diverse and engaging work environment.
- High level of responsibility and autonomy.
- Opportunities for professional growth and learning.

How to Apply

Send your resume and cover letter to sarah@mhssahousaht.ca

In your cover letter, tell us what makes you the perfect fit for this role and why you're excited to join the Wahous Wilderness Lodge team.

The Maintenance Manager will be based in Quait Bay.

We are committed to creating a diverse workplace community. If you require accommodation during the selection process, please contact us. Only applicants selected for an interview will be contacted.

Elevate your career and be part of something extraordinary at Wahous Wilderness Lodge!