



Reservations 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 Ƨaḥuusʔaṭḥ musčim. We adhere to the principles of transparency, equity, and accountability while upholding our core values: lisʔakstaḷ (respecting one another), Haaḥuupstaḷ (teaching one another), Yaʔakstaḷ (caring for one another), and Huupiiḷ'aḷ (helping one another).

What You'll Do

The **Reservations Manager** will oversee all aspects of our reservations and guest services booking process. This role is key to creating a seamless experience from the first inquiry to arrival at the dock.

You will manage booking systems, optimize occupancy, coordinate with operations and housekeeping, and provide warm, informative communication to guests and partners. The ideal candidate thrives in a dynamic, seasonal environment, loves details, and brings a calm, solutions-focused approach to their work.

Key Responsibilities

1. Reservations & Guest Services

- Manage all incoming reservation inquiries (phone, email, website, OTAs/partners) in a timely, professional manner.

- Process bookings, changes, cancellations, and special requests in the Property Management System (PMS).
- Coordinate arrival/departure details, including boat transfers and guest itineraries.
- Provide clear pre-arrival communication (what to bring, travel logistics, dietary needs, activities, etc.).
- Maintain accurate guest profiles, rooming lists, and occupancy forecasts.

2. Operational Coordination

- Work closely with lodge management, housekeeping, kitchen, and boat crew to ensure accurate daily arrival/departure and occupancy information.
- Assist with daily and weekly operations reports to support staffing and scheduling decisions.
- Coordinate group bookings, special events, and buyouts in collaboration with leadership.

3. Revenue & Systems Management

- Maintain and update room inventory, rates, and package details in the PMS/booking channels as directed.
- Monitor booking pace, demand patterns, and seasonal trends; flag opportunities or concerns to management.
- Ensure data accuracy across all platforms (website, OTAs, marketing materials, confirmations).

4. Leadership & Service Culture

- Model a guest-centred, culturally respectful approach aligned with Ahousaht values.
- Train and support seasonal reservation/guest services staff as needed.
- Contribute to continuous improvement of reservation procedures, templates, and guest communication.

What You Bring

Qualifications:

- Bachelor's degree in Marketing, Hospitality Management, Business Administration, or a related field.
- 3+ years of experience in reservations, front office, guest services, or revenue support within hospitality, tourism, or remote lodges.
- Experience with a Property Management System (PMS) or reservations platform. Previous experience with WebRezPro considered an asset.
- Exceptional attention to detail and accuracy with bookings, dates, and guest information.

- Strong written and verbal communication skills; able to convey warmth, clarity, and professionalism.
- Highly organized with the ability to manage multiple priorities in a fast-paced, seasonal environment.
- Comfort with technology: PMS, Excel/Sheets, email platforms, and OTAs/booking channels.
- Problem-solving mindset with a calm, steady presence under pressure.
- Respectful and collaborative team member, open to feedback and continuous learning.

Preferred Skills

- Experience with remote, luxury or boutique hotel/resort environments.
- Knowledge of local tourism trends and potential partnerships for cross-promotions.
- OFA 3/ Advanced First Aid

Physical Requirements:

- Flexibility to work weekends, holidays, and extended hours during peak season.
- Ability to travel by boat between Tofino and Wahous Wilderness Lodge as required.

Additional Information:

- This role can be initially **remote**, offering flexibility for the successful candidate. However, our ideal vision is that this position **transitions to an onsite lodge-based role**, where the individual can grow into a future **Guest Services Manager**.

What We Offer

- Competitive salary based on experience; \$70,000 to \$77,000
- 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.

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!