



Job Title: Housekeeping
Reports to: Operations Manager
Supervises: any assistants
Date: 2025

Terracentric Coastal Adventures delivers world class Tours to hundreds of clients each year between April – October. Located in beautiful Lund, BC, Terracentric specializes in offering small group/private guided adventure tours that connect our guests to the awe-inspiring natural environment of British Columbia’s west coast. By boat, kayak and on foot (hiking) our local highly experienced guides share the stories of the region, allowing our guests to discover, witness, and learn about this place we call home. We also offer accommodations at our premium guest suite, at Sunlund RV Park & Cabins, and programming at an outdoor learning facility to expand the overall experiences offered by Terracentric.

We are looking for team members who are passionate about outdoor recreation & tourism that can demonstrate a high standard of customer-focused service & satisfaction, excellent organization and safety through our spectacular wilderness experiences.

Overall Purpose of the Job

To consistently provide clean and well-appointed accommodations & facilities that in turn maximize the overall quality of experience provided to the customer to increase the potential for repeat and new business using systems and products provided to you.

Primary Responsibilities

- To ensure facilities are meticulously cleaned and sanitized.
- To stage the accommodations for incoming guests / groups.
- To wash, dry and store all laundry items

Secondary Responsibilities

- Assist in ensuring facilities are safe and in good condition with any minor repairs
- To follow all checklists

Key Results Areas

- Customer Satisfaction
- Safety & Risk Management

Qualities and Skills

- Physically fit, friendly, energetic, and capable of strenuous exercise with the ability to lift up to 40lbs.
- A self-starter: Responsible, reliable, decisive & mature and an attitude of caring about the quality of your work
- Strong commitment to providing clean and well-appointed spaces
- Flexible to work at various facility locations & open to pick up hours completing other tasks (light gardening)

Qualities and Skills cont.

- Ability to work independently or as a team
- Friendly demeanor to engage with any guests and other staff
- Experience in residential or commercial cleaning an asset (we are willing to train the right candidate)
- Superior attention to detail and organizational skills with consistency in following a check list
- Ability to clearly communicate with Director of Operations and team members
- A reliable vehicle and ability to get to the two locations in Lund and one other location.

Qualifications

- Driver's License
- WHIMIS
- Building Service Worker Certificate an asset
- Basic First Aid & CPR
- Experience in commercial cleaning

Employee Benefits – Value Added

- An opportunity to work for a leader in the industry in a beautiful area with seasoned mentors in the tourism & hospitality industry
- Team based continual training with opportunities for subsidized professional certifications & growth
- Flexible Work Schedule
- First right of Refusal for second-hand equipment sales
- Discounts with retailers for gear
- Free equipment usage for employees, ability to join in on tours
- Great Company Culture in a family-owned business that strives to have Fun!

Period of Employment & Compensation

Year Round: Peak season is April to October, extending to part time work October – April. Ability to have other work in the off season.

Salary is depending on experience and qualifications. Range is \$25 – 30.

Preference is given to those who are living locally and can commit to a minimum of 2 years of employment.

Application Requirements- Closing date February 21st, 2025

To apply, please review the following requirements and send us an email to christine@terraentricadventures.com.

Please clearly identify the position applied for and include the following information:

- A current resume & cover letter detailing why you are interested in & qualified for the position.
- Contact details for at least two work references.
- Summary of relevant certifications, achievement dates and renewal dates
- Expected hourly rate & if there is anything to know about availability.

Performance Expectations

Customer Satisfaction

- To consistently provide a clean and well-appointed accommodations & facilities

Sales & Repeat Business

- At all times, promote TCA Ltd. as a professional business through a neat and tidy appearance and friendliness with any guests
- Encourage repeat business through the provision of facilities that are meticulously cleaned and sanitized with a focus on achieving high standards of customer satisfaction.
- Ensure you understand business operations to with any guest questions which will drive business promotion.

Safety & Risk Management

- Assist with inspecting all facilities while you work to ensure they are safe and in good working order
- Remain fully conversant with emergency management action plans according to TCA Policy.
- To complete accidents or incidents reports using correct procedures. Ensure all details on relevant form are completed in a timely manner (precise documentation).
- Ensure that you wear proper PPE and have read through MSDS related to chemical use

Maintenance of Equipment

- During each clean, inspecting all equipment ensure facilities are safe and in good condition
- Maintain a tidy work environment, return, and secure all tools using various systems
- Report any faulty equipment immediately to Operations Manager to arrange repairs/replacement

Staff Engagement

- Liaise with other team members and share information as appropriate
- Reflect, in attitude and performance, the standards of TCA Ltd. thereby acting as a role model for other team members
- Update the Operations Manager regarding any problems or issues affecting the performance of yourself or others