

Position: Guest Services Manager

Reports to: Campus Director

Location: Cortes Island, BC

Position Type: Full-Time, Year-Round

Start Date: Immediately

Compensation: Starting at \$68,000 annual salary, plus health benefits

ABOUT US

Community, connection and impact are the foundation of Hollyhock, through each uniquely curated gathering or program. Our vision is a living and loving planet for all, and we nurture inspired leadership through collective and immersive experiences, through renewing people's connections to themselves, one another, and the natural world.

At Hollyhock, staff really care about each other. Season after season, staff consistently report that one of the best things about their work is the relationships they build with their colleagues.

We believe that our staff must reflect the diversity of the communities we serve. We strongly encourage applicants of all genders, ethnic and cultural backgrounds, sexual orientations, abilities, and with a range of life experiences to apply. Please feel free to state any aspects of your identity that may contribute to diversity in our workforce in your cover letter, so we can prioritize your application.

ABOUT THE ROLE

The Guest Services Manager is responsible for leading Hollyhock's Registration department to ensure a high-quality experience for all guests and program presenters. This role provides supervision, training, and encouragement to staff, while modeling excellence in guest service, communication, and team coordination.

The Guest Services Manager collaborates across departments to ensure accurate and timely communication to presenters and staff, and also provides Retreat Guru administrative support across campus operations, programming, and fundraising. A key member of the leadership team, this role contributes to decision-making, cross-departmental collaboration, and feedback loops that support organizational effectiveness.

The ideal candidate thrives in a fast-paced, guest-centered environment, brings enthusiasm and professionalism to every interaction, and navigates conflict or challenges with calm, compassion, and clarity.

KEY RESPONSIBILITIES

Leadership & Supervision

- Directly manage the Registration team including shuttle drivers.
- Set objectives, scheduling, procedures, and performance and sales targets.
- Support recruitment, onboarding, and supervision of Guest Services staff.
- Lead guest feedback loops and service recovery processes.
- Coordinate with campus leadership to support a unified guest experience.
- Manager on duty when Campus Director is off island
- Chair scholarship committee and oversee administration of scholarship program

Guest Experience & Registration Management

- Oversee guest communication from booking through departure.
- Work closely with the Marketing and Communications department to efficiently convert applications into registrations.
- Manage booking software (Retreat Guru), including room inventory and payments.
- Oversee Hubspot implementation and utilization in Guest Services
- Coordinate room allocations based on program sales objectives and guest needs.
- Ensure strong interdepartmental communication for seamless guest transitions.
- Maintain service excellence standards at the front desk and shuttle.
- Work closely with group organizers and program team to quote, register, and execute Group Bookings.

Administration & Collaboration

- Provide Retreat Guru back end administrative support for operations, programming, and fundraising.
- Attend and contribute to cross-departmental meetings.
- Act as Manager on Duty when Campus Director is off-site.
- Retreat Guru super user
- Hubspot CRM super user for Guest Service team

QUALIFICATIONS

- 2+ years in guest service management or similar manager-level role preferably in a retreat, hospitality, or residential setting.
- Experience in sales is an asset
- Excellent communication, conflict resolution, and decision-making skills.

- Strong administrative and scheduling abilities.
 - Familiarity with hospitality booking software; Retreat Guru an asset.
 - Valid driver's license.
 - Ability to live and work in a remote setting.
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APPLY

Please apply by emailing your resume and cover letter to:
jodi@hollyhock.ca

This position is open until it is filled.

Please submit your application as soon as possible.