

HOLLYHOCK

Position: Housekeeping Manager

Reports to: Campus Director

Start Date: Immediately

Position type: Seasonal, salary, full-time

Compensation: Starting at \$32.50/hr, paid as bi-weekly 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 Housekeeping Manager leads the Housekeeping team to ensure all accommodations and facilities are clean, safe, and guest-ready. This role combines strategic oversight with hands-on leadership and is responsible for scheduling, training, supply management, and maintaining high standards of cleanliness and hospitality. The Housekeeping Manager collaborates closely with the Guest Services Manager and Event Services Manager to streamline room and session space turnovers and guest readiness, especially on Arrival/Departure days. They also play a key role in upholding health and safety standards, supporting guest experience, and supervising daily operations across the 4-acre Hollyhock campus.

HOLLYHOCK

KEY RESPONSIBILITIES

Leadership & Supervision

- Lead the daily operations of the housekeeping department, including assigning and supervising room turnovers and cleaning tasks.
- Recruit, train, schedule, and supervise seasonal housekeeping staff.
- Monitor and support staff performance, including providing informal coaching and participating in performance reviews as needed.
- Motivate, support, and hold staff accountable to standards of cleanliness and service.
- Conduct regular team check-ins, safety briefings, and informal coaching.
- Attend manager and safety meetings as required.

Operations & Scheduling

- Develop and manage daily and weekly housekeeping schedules based on occupancy and turnover needs.
- Coordinate room readiness with the Guest Services Manager and Registration team.
- Ensure efficient use of housekeeping resources, including time, staff, and supplies.
- Monitor and maintain inventory of cleaning supplies, linens, and guest amenities; coordinate orders to maintain sufficient stock levels.
- Work on the ground with Housekeeping team to clean rooms on changeover days
- Ensure all laundry operations are completed to Hollyhock standards, including linen care and supply rotation.
- Report and follow up on maintenance or repair needs identified during cleaning.

Guest Experience

- Support a warm and informed guest experience by maintaining a friendly presence on campus.
- Respond to guest needs and concerns related to cleanliness, linen changes, or room support with empathy, speed, and professionalism.
- Ensure all facilities—including bathrooms, classrooms, offices, and staff areas—are clean, welcoming, and in alignment with Hollyhock's guest care standards.
- Maintain strong campus knowledge to assist with guest inquiries.

Health, Safety & Compliance

HOLLYHOCK

- Maintain cleanliness standards in line with health and safety regulations and Hollyhock's values.
 - Ensure all staff follow Hollyhock's Safety Plan and hygiene protocols.
 - Ensure safe handling of all cleaning chemicals and compliance with WHMIS protocols.
 - Conduct and record regular safety checks; identify hazards and report incidents in a timely manner.
 - Lead departmental safety meetings and ensure staff are trained in proper procedures.
 - Promote a culture of safety, care, and responsiveness in all areas of housekeeping.
-

QUALIFICATIONS

- Minimum 2 years of housekeeping or hospitality leadership experience, preferably in a retreat, hospitality, or residential setting.
 - Strong interpersonal and leadership skills with the ability to support seasonal or diverse teams.
 - Excellent organizational and time management abilities.
 - Ability to train staff on cleaning standards, guest service, and safe work practices.
 - High attention to detail, strong memory, and visual recognition.
 - Physically able to lift up to 18 kg (40 lbs) and be on your feet for extended periods.
 - Comfortable working in a dynamic, guest-focused, and nature-immersive environment.
 - Basic computer literacy for scheduling and reporting.
 - First Aid and WHMIS certifications are assets.
 - Must be legally able to work in Canada.
-

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.