

Hospitality

Muskoka Woods hires over 60 Leadership and Hospitality staff every summer. The Hospitality Department's primary responsibility is to provide excellent customer service and hospitality to our guests and staff. Hospitality staff help to provide a seamless experience by serving the needs of the guests, noticing details, taking initiative to ensure staff and guests feel cared for, and creating a clean and inviting environment for all. The Hospitality Department offers positions in the following areas:

KITCHEN STAFF

The primary role of the Kitchen Staff at Muskoka Woods is to provide a quality and customer friendly dining experience for all staff and guests. All Kitchen Staff are required to contribute to the overall cleanliness of the kitchen and dining hall areas through sweeping, mopping, vacuuming, wiping down of surfaces, sanitizing work stations and food prep areas as well as fulfilling their assigned role. Staff are also required to attend all meetings as outlined during staff training. Positions available in the Kitchen are as follows:

SERVICE SUPERVISOR

Assist the Dining Hall Manager in all things related to leading staff, managing outcomes and serving guests.

DISH CREW SUPERVISOR

Lead the Dish Crew by scheduling, motivating and working alongside the staff.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match those of the MW Core Values which include having a passion for working with children and youth. Leadership applicants must have leadership experience, a customer service mindset, and a strong work ethic. Applicants must also have the desire to work with young staff and to create a positive, encouraging and fun atmosphere.

Salary Range: \$185 - \$215/week plus room and board

Contract Dates: June 2nd to August 30th, 2019

KITCHEN SERVICE STAFF

Set up and management of cold and hot buffets as well as the juice and coffee stations in each Dining Hall.

FOOD PREP

Working alongside the Cooks in the daily preparation of all meals including the yogurt and salad bars.

BAKER

Daily preparation of all baked goods and snacks.

DISHWASHER

Washing all pots, pans, dishes, glassware, cutlery and kitchen equipment at each meal.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which includes having a passion for working with children and youth. Kitchen staff must have a strong work ethic, be willing to work early morning shifts, perform manual labour (unloading inventory, cleaning, moving of equipment) as well as have a customer service mindset.

Salary Range: \$100 - \$130/week plus room and board

Contract: June 21st - August 30th, 2019.

GROUNDS CREW STAFF

Grounds Crew staff create a clean and inviting environment for all staff and guests by contributing to the maintenance and care of all accommodations, meeting areas, public spaces and grounds. Responsibilities include mowing and trimming grass, sweeping, collecting garbage, moving firewood, moving equipment, and assisting maintenance staff where needed. Staff are also required to attend all meetings as outlined during staff training.

GROUNDS CREW SUPERVISOR

Lead and manage the Grounds Crew by scheduling, motivating and working alongside the staff.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match those of the MW Core Values which include having a passion for working with children and youth. Leadership applicants must have leadership experience, a customer service mindset, and a strong work ethic. Applicants must also have the desire to work with young staff and to create a positive, encouraging and fun atmosphere.

Salary Range: \$185 - \$215/week plus room and board

Contract Dates: June 2nd to August 30th, 2019

GROUNDS CREW

Staff will be responsible for mowing and trimming grass, sweeping, collecting garbage, moving firewood, moving equipment, and assisting maintenance staff where needed.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which includes having a passion for working with children and youth. Grounds Crew must have a strong work ethic, a servant attitude, be attentive to details, be a team player and take initiative. A valid driver's license is preferred.

Salary Range: \$100 - \$130/week plus room and board

Contract: June 21st - August 30th, 2019.

CAMP STORE STAFF

Our Camp Store is open to staff and guests on a daily basis selling snacks, drinks, coffee, clothing, and merchandise. The primary role of Camp Store Staff is to provide excellent customer service as well as initiate on the details to ensure our staff and guests feel cared for. Staff are also required to attend all meetings as outlined during staff training.

CAMP STORE SUPERVISOR

Assist the Camp Store Manager in all things related to leading Camp Store Staff, managing outcomes and serving guests. The Supervisors work in both the Camp Store and Coffee Can supervising shifts, reconciling tills, ensuring inventory is stocked and neat, cleaning and organizing the space.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which includes having a passion for working with children and youth. Applicants must have leadership experience, experience in retail, and a customer service mindset. Applicants must also have the desire to work with young staff and to create a positive, encouraging and fun atmosphere.

Salary Range: \$185 - \$215/week plus room and board

Contract Dates: June 2nd to August 30th, 2019

CAMP STORE STAFF

Camp Store staff are responsible for receiving inventory, stocking shelves, working a till, making ice cream, cleaning and organizing the Camp Store and serving guests and staff as needed.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which includes having a passion for working with children and youth. Camp Store staff must have a strong work ethic, a servant attitude, be attentive to details, be a team player and take initiative. Camp Store staff must have proficient math skills. Retail experience preferred.

Salary Range: \$100 - \$130/week plus room and board

Contract: June 22nd - August 30th, 2019.

OFFICE STAFF

Our Resort office is the hub of all information at Muskoka Woods. Office Staff's primary responsibility is to respond to the needs of our parents, staff and guests on the phone, through email and at the front desk. Office Staff are responsible for providing excellent customer service, assisting administratively and actively problem solving in order to best serve our guests and staff. Staff are also required to attend all meetings as outlined during staff training.

OFFICE SUPERVISOR

Office Supervisors assist the Office Manager in leading staff, overseeing office functions and processes, proactively managing outcomes and serving guests and staff. Supervisors are responsible for supervising shifts, answering phones and emails, accounting for all guests on property, solving issues, working closely with other departments, and accurately communicating information.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which includes having a passion for working with children and youth. Applicants must have strong administrative skill, leadership experience, experience in an office setting, and a customer service mindset. Applicants must also have the desire to work with young staff to create a positive, encouraging and fun atmosphere.

Salary Range: \$185 - \$215/week plus room and board

Contract Dates: June 2nd to August 30th, 2019

OFFICE COORDINATOR

Office Coordinators assist the Office Supervisor on shift administratively, serving guests and staff at the front desk, accounting for all guests on property and answering phones. Office Coordinators are responsible for organizing and executing major office processes such as the laundry system, the lost and found system, and more.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which includes having a passion for working with children and youth. Applicants must have strong administrative and organizational skills, a desire to improve processes, work well in a team, and a heart for customer service.

Salary Range: \$120/week plus room and board

Contract Dates: June 21st to August 30th, 2019

OFFICE STAFF

Office Staff are responsible for answering phones, serving guests and staff at the front desk, organizing and searching the lost and found, escorting vehicles and registering visitors and guests.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which includes having a passion for working with children and youth. Applicants must have administrative skills, a strong work ethic, a heart for customer service, a positive demeanor, be able to take initiative and work well in a team.

Salary Range: \$100 - \$130/week plus room and board

Contract: June 21st - August 30th, 2019.

HOUSEKEEPING STAFF

Housekeeping Staff create a clean and inviting environment for all staff and guests by contributing to the cleaning and care of all accommodations, meeting areas, public spaces and rest rooms. Responsibilities include sweeping, mopping, vacuuming, dusting, cleaning windows, showers, sinks, toilets and floors. Staff are also required to attend all meetings as outlined during staff training.

Skills & Attributes required:

Muskoka Woods is looking for staff whose personal values match the MW Core Values which includes having a passion for working with children and youth. Housekeeping staff must have a strong work ethic, a servant attitude, be attentive to details, be a team player and take initiative.

Salary Range: \$120 - \$140/week plus room and board

Contract: June 21st - August 30th, 2019.

Essential Functions for all Hospitality Positions

- Have physical strength & ability to lift/move small and large objects (ie. vacuum cleaner, garbage bags, boxes, and inventory)
- Possess the ability to stand for 6-8 hours at a time
- Ability to participate in work projects – lifting and carrying between 10 – 30 lbs
- Be able to stoop, bend, and crouch
- Have the ability to communicate well with staff and guests

**** Please note that all staff are required to uphold the Muskoka Woods Vision and Mission, Core Values and Aspirations, as well as all policy and procedures as outlined during our Staff Development Week held at the beginning of your contract.**

**** Please note: All Hospitality Staff stay in shared staff accommodation.**

For more detailed job descriptions, please feel free to email:
staff@muskokawoods.com