

Who we are...

Shuswap Lake Vacation Inc., operating as Twin Anchors Houseboat Vacations, is proud to be the largest houseboat company in Canada, offering the biggest and most luxurious houseboats in the country.

Located on Shuswap Lake—with 1,100 km of stunning shoreline—our houseboats provide guests with the ultimate opportunity to explore, relax, and create lifelong memories. Whether it's adventuring to the many scenic highlights of the lake or simply unwinding onboard, every experience is unforgettable.

We are based at the largest marina on Shuswap Lake, surrounded by breathtaking mountain scenery in beautiful Sicamous, BC. This prime location makes it the perfect place to work and enjoy outdoor adventures after hours.

At Twin Anchors, our mission is to deliver outstanding service, support, and guest experiences that help create lasting memories. We are always looking for enthusiastic team members who are passionate about hospitality, dedicated to providing excellent service, and eager to contribute to a fun and positive workplace for both employees and guests.

We have many openings available if the below job description doesn't fit, make sure to check out some of our other job ads to find a better fit. We appreciate all applicants.

Job Title:

Housekeeping Personnel – Twin Anchors Houseboats

Job Description

As a **Housekeeping Personnel** at Twin Anchors Houseboat Vacations (**Shuswap Lakes Vacations Inc.**), your primary responsibility is to ensure that our guests have a clean, comfortable, and well-maintained experience aboard the houseboats. You will work as part of a dynamic team to maintain the cleanliness and functionality of our fleet, contributing to the overall success of our houseboat rental operations.

Duties and Responsibilities:

- **Houseboat Cleaning & Maintenance:**
 - Follow **detailed cleaning checklists** to ensure all housekeeping tasks are completed to the highest standard, including cleaning interiors, sanitizing surfaces, changing linens, and ensuring all amenities are properly stocked.
 - Clean all areas of the houseboat, including kitchens, bathrooms, bedrooms, decks, and common areas, ensuring cleanliness and readiness for new guests.

- Ensure **all cleaning tasks are completed within designated time frames**, maintaining punctuality to ensure houseboats leave the dock on schedule.
 - Report any **damages or maintenance issues** (e.g., plumbing, electrical, furniture) to the **maintenance department** promptly for repair.
- **Inventory Management:**
 - Regularly **check for missing or low inventory items** onboard the houseboats (such as towels, bedding, cleaning supplies, toiletries, kitchen supplies, etc.).
 - **Replace missing or damaged items** as per the inventory guidelines, ensuring that the houseboats are fully stocked and equipped for guest use.
 - **Notify your supervisor** or inventory control staff of any missing or low stock items that need replenishment.
- **Customer Service Functions:**
 - Occasionally interact with guests to address questions or concerns regarding the cleanliness of the houseboats, always maintaining a **professional, friendly, and approachable manner**.
 - Assist with guest-related requests as directed by your supervisor or team lead, ensuring a high level of customer satisfaction.
 - Handle any special cleaning or guest service requests in a timely and efficient manner, maintaining flexibility in your approach to meet the needs of guests.
- **Team Collaboration and Support:**
 - Work cohesively as part of the housekeeping team, collaborating with colleagues to meet daily cleaning targets and deadlines.
 - Provide support to other team members when necessary, assisting with cleaning tasks, inventory management, and other duties as needed.
 - Participate in regular team meetings or briefings, sharing any challenges, feedback, or improvements related to housekeeping procedures.
- **Additional Duties & Support:**
 - Perform other duties related to housekeeping, as directed by your **supervisor or department head**, especially during peak periods or when additional support is required.
 - Support the supervisor in **training** of new housekeeping staff or team members as needed, providing guidance on cleaning standards, inventory management, and customer service expectations.

Required Skills and Knowledge:

- **Accommodation cleaning experience** is preferred, but we are willing to train individuals with the right attitude and willingness to learn.
- Ability to **work effectively in a team environment**, contributing positively to team dynamics and ensuring tasks are completed efficiently.
- **Good time-management skills** to ensure all cleaning tasks are completed within the specified timeframe and to meet operational deadlines.

- **Strong attention to detail** to ensure the houseboats are cleaned to a high standard and ready for guest occupancy.
- Ability to **handle cleaning chemicals and equipment** safely and in accordance with safety procedures.

Preferred Knowledge/Experience:

- Previous experience in **hospitality, tourism, or customer service** roles, particularly in a similar setting (e.g., vacation rental, hotel, or resort).
- Familiarity with standards in cleanliness and safety would be considered an asset.
- High school diploma or equivalent education.

Physical Requirements:

- Ability to perform physically demanding tasks, including lifting, bending, and moving furniture, linens, and cleaning equipment.
- Must be able to work in varying weather conditions, as some cleaning duties may take place outdoors, in various weather conditions including high summer temperatures.
- Ability to walk, stand, and bend for extended periods of time.

**** Must have excellent interpersonal skills and the ability to interact with customers and staff in a professional, friendly and respectful manner.****

Working Conditions:

- **Employment Type:** Full-time seasonal (with part-time positions available).
- **Work Schedule:** Varies, including weekends and holidays, as per the needs of the business.
- **Compensation:**
 - **\$20/hr for full-time** staff.
 - **\$18.50/hr for part-time** staff.
 - **End-of-season bonus** for eligible employees (conditions apply).

Perks and Benefits:

- **Staff accommodation** available for eligible candidates.
- Discounts on gym memberships, staff events, BBQ boat cruises, merchandise, and Old Town Bay Pub.
- Houseboat discounts for staff during the off-season.

Location: Sicamous, British Columbia - Old Town Bay Marina, Dock. 200 Old Town Road West

Must currently be legally able to work in Canada