

Hostel Manager

The Cambie Hostel & The Seymour Hostel

Job ID
38322

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LOCATION	DATE POSTED	EXPIRY DATE	
300 Cambie Street, Vancouver, BC British Columbia	21-10-2025	17-10-2026	
TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD \$41.48 per hour	5 year or more	Secondary (high) school graduation certificate

Job Details

The Cambie Hostel & The Seymour Hostel are seeking a Hostel Manager to join the team in Vancouver.

Permanent; Full-time, 30-40 hours per week; \$41.48 per hour.

Extended health and dental benefits included.

Standard 6-8 hour shifts for this position could be scheduled anytime between 8am - 12:00am since the hostels operate 24/7

Shifts may be scheduled at either location as required:

1. The Cambie Hostel, 310 Cambie St., Vancouver, BC
2. Seymour Hostel, 515 Seymour St., Vancouver, BC

How to apply:

*Please do not call or apply in person.

Please email resume to: HR@cambiemalones.com

OR

Mail resume to:

The Cambie Bar & Grill Ltd.

300 Cambie Street

Vancouver, BC

V6B 2N3

*Please confirm in your resume whether you are a Canadian citizen, Permanent Resident or a Refugee Claimant with a valid Work Permit.

Job Description

Duties:

Strategy & Leadership

- Set the annual property plan (guest, revenue, people, safety) aligned to company strategy; report progress through clear KPIs.
- Lead a culture of accountability, inclusion, and service excellence; coach supervisors/leads to scale impact.
- Leverage booking and analytics to inform decisions; publish a simple KPI dashboard (occupancy, ADR, RevPAR, NPS, OPEX/bed-night, incident rate).
- Run quarterly retros to lock in process improvements.

Customer Service & Front of House

- Oversee the full guest experience - from initial inquiry to checkout - to ensure top-tier service at all times.
- Manage and optimize online booking systems and room allocations to maximize occupancy.
- Proactively monitor and respond to guest feedback, both in-person and online.
- Provide reception coverage as needed.
- Coordinate daily, weekly, and monthly operational tasks (e.g., waste management, recycling, inventory).
- Serve as the on-call contact for emergency situations on a rotating basis.
- Identify and implement improvements to enhance guest satisfaction and overall operations.

Operations Management

- Lead, develop, and mentor hostel staff and volunteers to uphold service excellence and cleanliness standards.
- Track occupancy, revenue, and performance metrics; assist in preparing forecasts and sales targets.
- Ensure compliance with health, safety, and hospitality regulations.
- Build positive relationships within the local community and explore partnership opportunities.
- Collaborate with the Finance and Marketing departments to support business growth and promotion efforts.

Facilities Management

- Oversee all facility systems and ensure smooth, efficient hostel operations.
- Coordinate maintenance and renovation projects, ensuring timely and cost-effective completion.
- Maintain all fixtures, furnishings, and property assets to high standards.

Other Responsibilities

- Participate in professional development and training as required.
- Analyze financial and operational data to guide business decisions.
- Stay informed on industry trends and best practices in hospitality and adventure tourism.

Requirements:

- Secondary school completion is required;
- A diploma or degree in Hospitality, Business or a related field is an asset;
- Must have a minimum 5 years of experience in hospitality or accommodation management, including 3+ years as a GM/AGM or equivalent with P&L accountability;
- Proven revenue management and budget/forecast experience; fluency with PMS, OTAs, and channel management;
- Should demonstrate strength in remote/seasonal operations, safety & emergency readiness, and vendor/contractor oversight;
- Must be fluent in English;

- Proficient in Microsoft Office Suite and Property Management Systems (PMS);
- Familiarity with the youth hostelling, adventure tourism, or travel industry is an asset;
- Relevant certifications (e.g., wilderness first aid, food safety) is an asset;
- Strong attention to detail with the ability to manage multiple priorities;
- Exceptional leadership, communication, and problem-solving; able to manage complexity and prioritize under pressure.