

Job #215 Estate Manager for Muskoka property



Opportunity to work at a beautiful private estate property in Muskoka that operates like a five-star luxury hotel. The individual we are looking for demonstrates the highest standards of professionalism, integrity, and discretion; utilizing exceptional interpersonal and communication skills to develop positive working relationships with the estate's principal, estate staff, contractors, vendors, and others.

The Estate Manager is expected to proactively manage all aspects of the estate including but not limited to property maintenance and renovations, liaising with contractors and service providers, manage household staff, coordinate small and large events, manage household spending, provide concierge services and additional projects as required.

This position is a full-time permanent opportunity with accommodations provided. During peak season, weekend work will be required and the hours will be longer.

The position pays well, offers benefits, an employer-matched RRSP plan, three weeks' vacation, and gatehouse accommodation. There is an Assistant Estate Manager who helps in the management of this large multi-building property.

Key responsibilities include but are not limited to:

- Proactively create, maintain, implement, and administer all schedules for monthly, seasonal, and annual maintenance for the interior and exterior of the estate and addressing all maintenance issues appropriately
- Manage all construction, renovation, systems upgrade, and landscaping projects
- Schedule, negotiate with and supervise contractors and vendors, while monitoring their access to the estate property
- Ensure security measures and protocols are in place and the estate is secure at all times
- Establish and maintain high service standards; hire, manage, develop and train staff; plan and execute cross training for new employees
- Schedule assignments and projects to estate staff based on the event calendar and when the principal and/or guests are expected
- Plan and execute requirements for special events in coordination with a culinary team including coordinating all necessary service arrangements, housekeeping coverage, catering (as required), reservations and other requests

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- Administer and approve purchase orders, invoices and time sheets, charge accounts and expenses, and other reports and documentation
- Budget and monitor property expenses, including preparing monthly expense reports for the Principal and/or Director, of Properties.
- Maintain protocols for dress code, grooming standards, and other policies and standards for all staff.
- Manage care of valuables such as automobiles, boats, artwork, and other valuables.
- Accomplish additional tasks, projects, and assignments, as determined on a periodic basis by the Principal and/or Director, of Properties.

Qualifications:

- A minimum of 5 years of previous experience working in a semi-formal style of residence in a management position
- Ideally, have previous strong experience as an Estate Manager for ultra high net worth principal/s.
- Experience managing others – setting expectations, motivating staff, performance management
- Excellent property management skills and knowledge of local vendors, contractors, trades, an asset
- Tactical experience with HVAC, security systems, and general maintenance
- Have an Ontario Boating license (easily obtained)
- Must be highly self-motivated and engaged, fuelled with a passion for excellence and continuous improvement
- Must have solid comfort and experience working in roles that have evolved continuously in terms to scope, scale, duties and responsibilities
- Must be solution oriented, able to think outside the box, and have demonstrated ownership and accountability and a team orientation
- Must be flexible with work schedules for occasional events
- Confident with a strong customer service orientation
- Exceptional communication skills
- Gracious and handle difficult situations in a professional, calm solution minded manner
- Strong ability to multi-task with excellent time management
- Demonstrate pride and enthusiasm to fulfill requirements
- Self-starter who can work effectively without constant supervision
- Exceptional attention to detail

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- Good computer skills particular with Microsoft Office products
- Must always exercise complete discretion and maintain confidentiality
- Must be vaccinated against COVID-19
- This is a non-smoking property
- Must hold current status to legally work in Canada