



At Rimrock Banff, we create more than luxury experiences, we create moments that move people. Guided by Wellness, Adventure, and Culture, our people live and work in one of the most inspiring places on earth, delivering hospitality with purpose and heart. Here, every day brings connection, growth, and unforgettable memories, on and off the clock.

Live boldly. Work with heart. Stay moved.

As a Houseperson, you are responsible for managing the efficient movement of linens and supplies between guest rooms, laundry, and storage areas. You ensure that clean linens are always available, supporting smooth operations and helping maintain high standards of guest service. Accuracy, reliability, and attention to detail are essential to keeping the team running effectively behind the scenes.

This role is about more than housekeeping logistics, it's about being a cornerstone of consistency and quality. You thrive in structured, well-defined processes, bringing patience, care, and professionalism to every task.

What You'll Be Doing:

Seamless Linen Management

- Efficiently manage the movement and supply of linens between guest rooms, laundry, and storage, ensuring no interruptions to guest or operational needs.
- Maintain adequate stock of clean linens for room attendants and F&B outlets at all times.
- Assist with linen inventory control, tracking shortages, damages, and ensuring timely reporting.

Operational Excellence

- Follow established procedures meticulously, ensuring compliance with hygiene, safety, and quality standards.
- Keep linen rooms and storage areas spotless, organized, and accessible, reflecting Rimrock's high standards.
- Perform all duties with consistent attention to detail and a steady, reliable pace.

Team & Culture

- Support a cooperative, service-oriented team environment with approachability and patience.
- Align with Rimrock values of connection, growth, and authenticity, delivering hospitality with heart even behind the scenes.
- Communicate professionally and courteously with colleagues and guests, maintaining the respectful tone expected of Rimrock Heartists.

What You Bring

- Experience in housekeeping or linen management in a hospitality setting preferred.
- Strong attention to detail with a disciplined, methodical approach to work.
- Ability to follow clear, structured processes and policies precisely.
- Patient, cooperative, and professional demeanor with excellent interpersonal skills.

Bonus if You Bring

- Familiarity with inventory management systems or hotel linen operations.
 - Experience working in a luxury or high-volume hotel environment.
 - A service-first mindset with a genuine desire to contribute to an exceptional guest experience.
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Who You Are

You are a reliable, detail-oriented professional who thrives on consistency and order. Calm, patient, and disciplined, you understand the importance of precision and care in every task. You excel in structured roles where repeatability and quality are non-negotiable. You value clear expectations and take pride in supporting others through your dependable service. Your professionalism and quiet dedication create the foundation for guest comfort and team success at Rimrock Banff.

Work with care. Support with heart. Stay moved.

Physical Demands

- Continuous standing and walking for extended periods.
- Frequent bending, reaching, and lifting (up to 50lbs).
- Ability to work efficiently in a fast-paced, physical environment.

Visa Requirements: Must be legally eligible to work in Canada. The hotel is unable to assist candidates in obtaining Canadian work authorization.

Job Perks & Benefits:

- Comprehensive benefits package (Medical, Vision & Dental) including extended benefits like; Mental Health, Orthodontics, Fertility Drugs and Gender Affirmation for full time permanent status employees after 3 months.
- Defined Contribution Pension Plan with employer matching up to 5% of annual earnings for full time permanent status employees.
- Employee travel program with discounts on room rates as well as on food & beverage at Accor properties world-wide.
- Access to the Mountain Explorer Travel Program, exclusive room rates for colleagues, which includes 50% off all food & beverage when staying at Fairmont Resorts in Banff, Lake Louise, Jasper & Whistler.
- One complimentary buffet meal per shift in our staff cafeteria.
- Subsidized shared Staff Accommodation for full-time status (subject to availability).

At Rimrock Banff, we believe that diversity makes us stronger, and inclusion moves us forward.

Our team is made up of individuals from across the globe, each bringing their own culture, perspective, and story. In a place as naturally diverse as Banff National Park, it's only fitting that our workplace reflects the same richness.

Whether you're on shift or in staff housing, we want every person to feel seen, valued, and free to be fully themselves, regardless of race, culture, gender identity, religion, abilities, sexual orientation, or age.

Inclusion isn't a box we check, it's a value we live. And while we're proud of our progress, we know there's always more to learn, more ways to grow, and more voices to elevate.

Together, we build a workplace where belonging isn't just possible, it's expected.

Be you. Be bold. Stay moved.