



## WALNUT BEACH RESORT

RICH IN LIFE. RICH IN MEMORIES.

### JOB POSTING

Position:	<b>Hotel Operations Manager “Hotel Manager”</b>	Property/Location:	Walnut Beach Resort
Department:	Operations	Address:	Osoyoos, BC
Reports to:	General Manager	Employment:	Regular, Full Time

### THE PROPERTY

Walnut Beach Resort is a full-service strata resort with 112 guest rooms and suites located on Osoyoos Lake in the South Okanagan wine region.

Walnut Beach resort is committed to ensure each position in our company is treated equally and with the utmost importance. We value the inclusion & diversity of our associates and want each of them to experience a welcoming atmosphere that delivers respect, compassion and professionalism. We believe that inclusion & diversity **creates memorable experiences** for both our associates and guests during their time at The Walnut Beach Resort.

### JOB SUMMARY

Report to the General Manager, the Hotel Operations Manager “Hotel Manager” is responsible for hotel (resort) operations by leading, coaching and mentoring of hotel / resort associates, while ensuring the maximization of revenues, through the development of a strong service culture that displays the values and vision of ATLIFIC HOTELS and the Walnut Beach Resort. In collaboration with the General Manager, sets the strategy and vision for the hotel / resort and inspires a culture of excellence while driving industry leading guest experiences and financial performance. All other duties as required.

The Hotel Operations Manager “Hotel Manager” is a full-time salary permanent position, working weekends with afternoon/evening hours and assumes the “Manager on Duty” role after regular business hours. This position requires regular on call status. The ideal candidate will have a hands-on approach towards all areas of the hotel / resort.

### JOB RESPONSIBILITIES

#### Operations

- Supports the General Manager in implementing brand, hotel and Atlific standards including property condition, cleanliness and quality of product and service.
- Analyzes property operations on a daily, weekly and monthly basis.
- Along with General Manager, participates in the hotel’s / resort’s Leadership team.
- Ensures written Standard Operating Procedures are being reviewed and followed.
- Executive Operating Standards delivery and communication to the leaders with strategies for areas to develop and improve.
- Reviews Guest Satisfaction Survey results constantly, facilitates the follow up on guest feedback & reviews in a timely manner and develops action plans to proactively address guest dissatisfaction issues.



- Understands and support the Strata requirements of our Owners, Strata & Rental Pool Association Boards.

### **Supervision and Support**

- Cultivates an open dialogue environment which encourages associates suggestions and involvement.
- Ensures coverage in time of manpower shortage, emergency situations, illness and vacation.
- Continuous coaching and mentorship of operations leaders.

### **Financial**

- Analyze and identify financial opportunities including, but not limited to cost controls, productivity levels and revenue generation.
- Supports General Manager with the annual hotel strategic planning process, operating budget, marketing, revenue management and capital plans.
- Supporting the General Manager, maximizes Net Operating Income through effective execution of management, General Accepted Accounting Principles management, customer service and effective cost controls.
- Performs and supports accounting functions as required.

### **Human Resources**

- Creates a strong service culture in the hotel and maximizes Guest Engagement Index.
- Assists with Performance Management reviews of associate and annual employee satisfaction survey (ESI).
- Assists in hotel's recruitment efforts, supervising and guiding department managers in the efficient operation of their respective areas.
- Maximizes Executive Operating Standards through strong leadership, HR Policies and effective practices.
- Ensures the health and safety protocols area adhered to for our guests and associates.
- Ensures Local, Provincial and Brand compliance with Health and Safety regulations.

### **REQUIRED QUALIFICATIONS**

- Business or Hospitality Certificate/Diploma/Degree or equivalent work experience.
- Proven leadership and management skills in a hotel environment.
- 10 years' experience in progressive management roles including both Rooms Division & extensive F&B knowledge.
- Previous General Manager, Assistant General Manager or Director of Operations experience.
- Strong organizer, set priorities, plans, and delegates responsibility.
- Excellent communicator.
- Experience with mentorship, coaching and training.