**Director of Operations**

Location: Charlottetown,

Industry: Hospitality and Tourism

Deadline: April 23rd, 2021

Job Term: Full-time Permanent

Full-time Hours

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**Description:**

Our client is searching for a Director of Operations to be based out of their corporate office in Charlottetown, Prince Edward Island. The Director of Operations is a key member of a collaborative and entrepreneurial senior management team.

Reporting directly to the President and CEO, the Director of Operations is responsible for the onsite leadership and advancement of several hotels and resorts in the Maritimes (PEI, NS and NB). In this capacity, our DOO role will lead a senior leadership team of 7 Hotel General Managers focusing on **achieving goals in the areas of revenue generation, market share performance, guest satisfaction scores, employee engagement and EBITDA.** Ideally, the candidate will be skilled at developing long-term operational strategies by working closely with the senior management team to meet company objectives.

**Requirements:**

* Bachelor’s degree in Business Administration, Management, Hospitality and Tourism or related field
* Further education in related field is considered a strong asset
* Minimum 6-10 years of progressive hospitality industry experience
* 4+ years in a Senior Leadership role in related field
* Superior knowledge of multiple operational functions and principles, including finance, customer service, production, and employee management
* Understanding of Food and Beverage, service, culinary and cost controls.
* Proven ability to plan and manage operational process for maximum efficiency and productivity
* Proven ability to streamline and implement new structures and roles that create speed, efficiency, and support rapidly shifting business demands
* Demonstrated working knowledge of industry regulations and legislative guidelines

**General Duties:**

* Provide strong leadership to General Managers ensuring successful operation of their hotels
* Assist the GMs in controlling all aspects of their budget(s) such as:
* Maximizing revenues, minimizing expenses by controlling food and labour costs, operational costs
* Ensure responsible financial management of hotel(s) at all times.
  + In partnership with leadership team, develop annual budgets to accurately forecast financial performance and to deliver financial results in accordance with those budgets.
* Monitor and strive to enhance levels of guest service by designing and implementing new initiatives throughout the Company
* Set goals with the Executive Team and aid GMs to achieve each property’s defined performance metrics
* Plan and co-chair Weekly Property Meetings and Monthly Managers Meetings which include GMs, representatives from Corporate Office and affiliate properties

**Day-To-Day Duties:**

* Continually assess and benchmark operational processes with those of other hotels and resorts to promote the highest levels of effectiveness and efficiency
* Acts as role model and provide guidance on company culture. Selects, develops, manages, and leads the General Managers
* Responsible for ensuring that properties are sourcing and utilizing products through Avendra
* As required, assist in project development, procurement of furniture, fixtures and equipment and work closely with the Project Management Team for any renovation projects.
* Frequently visit properties to ensure that the property is operating effectively and meeting Management & customer expectations

**Interpersonal Skills & Abilities Required:**

* Excellent leadership abilities
* Professional written, oral, and social media communication
* Ability to work both independently and as a member of teams/committees, with demonstrated ability to bring together people with possibly disparate interests
* Excellent analytical and interpersonal abilities
* Ability to develop positive working relationships
* Ability to problem-solve in fast-paced environment
* Ability to executive decisions with professional tact and decision making
* An entrepreneurial spirit, outgoing personality & aggressive self-starter, who is highly motivated, energetic, results-oriented and can work successfully under pressure
* Passion for working in the hospitality industry
* Ability and willingness to travel and work on the road on a regular basis throughout Atlantic Canada.

**How to Apply:**

Please send your cover letter and resume to [kalie@islandrecruiting.com](mailto:kalie@islandrecruiting.com) for consideration.

For any questions or inquiries about this position, please call 902-367-3799.

***We thank all who apply, but only those accepted for interviews will be contacted***