

## Operations Manager for a Boutique Resort Company

**Description:** Under the supervision of the President/Director(s), the Operations Manager is overall responsible for the operations of properties owned or managed by the “Boutique Resort Company” and will develop leadership teams and departments to ensure our vision, mission, goals, and values are being fulfilled through each property.

**Ideal Profile:** The ideal candidate is someone who is in their 50's and has over a decade of operational experience in the hospitality industry and has a missional heart. They've already been able to accumulate savings for retirement, so they want enough to live on, but don't need to be storing a bunch for retirement. They have had a successful career, but now want to turn that success into significance. They have the energy and drive to contribute to our work for at least the next 5 years.

### **Minimum Skills Required:**

- Godly character – Servant Leader
- Heart of Hospitality and Service
- Action Oriented – Commercial Sense
- Fluent in English
- Willing to learn the national language (Basic language skills can be picked up in 4-6 months)
- 10+ years experience in Operational Management of Boutique Resorts or Major Resorts
- Experience working in a cross-cultural team setting
- Strategic Thinker
- Able to develop operational systems and processes to improve efficiencies and effectiveness
- Team Player

### **Duties:**

- Create a safe environment for our staff and guests to both work and enjoy.
- Develop leaders who are trustworthy and who can develop staff who are trustworthy.
- Develop each property in order to create positive and unforgettable experiences for our guests on a day in and day out basis.
- Ensure each individual knows their job and is working to the best of their ability
- Create systems and structures to improve efficiencies in operations, especially in Guest Relations, Housekeeping, Facilities, and F&B.
- Build the capacity and capability of your team, empower them to excel in their areas of responsibilities. Monitor their effectiveness and take action when needed.
- Manage all budgets and metrics within your operational control to meet goals and objectives
- Work with the Marketing Manager and respective Property Managers to maximize the commercial use of each property
- Oversee each Property Manager and encourage and train him/her in their responsibilities.

- Oversee the procurement department and look for ways to minimize waste in the procurement/operational process
- Create recommendations to the ICI Executive Leadership Team regarding CAPEX spending for each property by the end of the third quarter for the upcoming year.
- As part of the ICI Executive Leadership Team, actively participate in operational and strategic meetings on a quarterly basis.
- As part of the ICI Executive Leadership team, help create holistic transformational goals that will be carried out by your team through the different market segments that come to your property.
- Fulfill other duties as assigned by the ICI Executive Leadership Team

**Salary and Benefits:**

- Competitive Salary for Industry and Size of Company
- Service Charge (dependent on monthly revenue; normally \$100-200 per month)
- Health Insurance
- Vacation of 20 days (not including weekends and holidays) per year

**Additional Information:**

Interested parties should send a CV/resume and a brief explanation (no more than a page) on why you are the right person for this role to [schustring@gmail.com](mailto:schustring@gmail.com) Once we have vetted your CV, we will share more information regarding the specifics of our company.