

OPERATIONS MANAGER

Delta Hotels Kamloops is seeking an ambitious and motivating Operations Manager to lead the direction of daily operations of the guest services team and can work in a fast-paced environment while exceeding the Delta Hotel standards within the rooms care and property care programs. This positive and detailed person can manage well under pressure while meeting deadlines. This person has strong leadership skills to empower the team and ensures an elevated guest experience is consistently provided to all guests.

PERKS

- Opportunities to grow professionally and personally
- Access to a comprehensive benefits package
- Competitive wages
- Explore the world with our employee hotel rates at first class hotels within Canada and Internationally
- Discounted Parking pass – Downtown Kamloops
- Empowered by leaders to think outside the box and develop innovative ideas
- Genuine people who work together to achieve a common goal
- Enjoy the people you work with, build friendships, and have fun at work
- Opportunities to volunteer and give back to the Kamloops community
- A team focused on sustainability and being environmentally friendly

QUALIFICATIONS

- Possess a positive attitude, passionate about providing great guest experience and works well with the team
- Minimum 3 years experience in a supervisory role
- Hospitality Degree or Diploma strongly preferred
- Strong leadership skills and proven ability to empower the team
- Excellent written and verbal communication
- Effective management skills and ability to work in a fast-paced environment with multiple interruptions
- Solid understanding of computers, internet and can adapt to new technologies
- Strong attention to detail
- Ability to nurture a good working relationship with other departments
- Must have effective time management skills and be able to work in a fast-paced environment with multiple interruptions
- Serving it right certificate required

RESPONSIBILITIES

- Ensures the delivery of consistent outstanding service to all guests. Opportunity to interchange between leading the guest services and housekeeping teams
- Actively promotes a vertical mindset in the work place
- Creates a work culture that focuses on professionalism, teamwork, fun, and empowerment
- Active participant in Human Resources activities (i.e. hiring, orientation, performance development, etc.)

- Provides ongoing mentoring, training, support to direct reports
- Champions guest service feedback
- Proactively looks for ways to maximize revenue
- Actively promoting and leading innovative solutions to provide an elevated guest experience
- Establishes departmental plan including labour and inventory planning
- Tours all areas of the hotel daily; Ensures action is always taken to maintain Delta standards and property upkeep
- Manages inventory as required in accordance to budget, while looking for efficiencies
- Oversees and tracks room care program and ensures all maintenance issues are communicated immediately using work orders
- Assists in performing quality audits of rooms and the property
- Performs other duties, as assigned, to meet business needs

COME EXPLORE WITH US

- Send your cover letter and resume to careers@deltakamloops.com
- Quote Job ID # MNG in the subject line
- Posting closing date: January 14, 2019

ABOUT KAMLOOPS, BC

The Delta Hotel Kamloops- a franchise of Marriott opening in April 2019, is located in Kamloops, BC. Kamloops is a place for families, urban and rural adventurers. Don't just escape, explore. Go off the grid, get lost and discover the unexpected along the way. With abundant sunshine, the second largest city in BC's Interior has 100+ lakes within easy reach, ideal for fishing and paddling. Mountain biking and golfing are also popular. In winter, you can snowshoe, cross-country ski, as well as downhill ski and snowboard at Sun Peaks Resort and Harper Mountain.

**Thank you for your interest in joining the Delta Hotels Kamloops team.
Shortlisted candidates will be contacted after the posting has closed.
Only those with the current legal right to work in Canada will be considered.**