



Harrison Hot Springs Resort is currently recruiting for the position of **Rooms Division Manager**.

About our company:

Harrison Hot Springs and the Eastern Fraser Valley is a beautiful place to live, work and play. We would love to have you join our amazing team and share the high quality of life that we have come to enjoy.

At Harrison Hot Springs Resort, our guests discover a location unlike any other destination in the world. We know the care and customer service we offer our guests leads to special experiences for them. We endeavour to exceed guest expectations and deliver outstanding products and hospitality services. Even though we welcome thousands of guests each year, we will focus on individuals and what we can do to make them feel like they are at home.

Overlooking Harrison Lake, the Harrison Hot Springs Resort offers the following amenities: five mineral hot springs pools, the Healing Springs Spa, three restaurants and a coffee bar, extensive banquet and catering options, Resort Golf Course and Resort Marina.

POSITION SUMMARY:

Reporting to the General Manager, the Rooms Division Manager is responsible for overseeing Housekeeping and the Front Office. The Rooms Division Manager is also responsible for maintaining the standards of guest service in Rooms Division while ensuring set performance targets are achieved.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Prepare and monitor Room Division budgets and forecasts.
- In conjunction with the Housekeeping Manager, Front Office Manager and Accounting Manager, organize purchases (including capital items) for the Rooms Division to meet the expense budget.
- Assist the Rooms Division management team in resolving guest concerns and complaints. Report complaints as required to the General Manager or applicable other Division Head.
- Work closely with the Managers regarding hiring, training, disciplining and termination of associates.
- Assist in developing of a training manual and update as necessary. Review key performance targets and adjust as necessary. Monitor performance with regards to setting and meeting key performance targets.

- Motivate, train, coach and monitor associates performance to ensure maximum revenue is generated. Ensure associates are informed of and trained on any new policies and procedures.
- Ensure guest service standards are consistently maintained.
- Work closely with the Accounting department to ensure compliance with accounting procedures and cash handling policies and customer banking issues.
- Oversee 100 - 120 associates within the Rooms Division.
- Must be able to deal with stress resulting from the need to manage within legislative, budgetary and time constraints on a regular basis.
- Must be able to deal with problem solving situations, and make judgment decisions.
- Must be able to deal with issues arising from guest complaints (internal and external) in a timely manner using problem solving and de-escalation techniques.
- Daily reporting: review Housekeeping/Revenue report, Complimentary rooms, No Shows, Credit Limits, Cashier over and short and Revenue Adjustments.
- Some stress resulting from daily guest interactions (internal and external), budgetary, and time constraints.
- Other job related duties may be assigned.

EXPERIENCE AND QUALIFICATIONS:

- University degree in Business or Hospitality Management or an equivalent combination of education and experience will be considered.
- Minimum three years increasingly senior supervisory experience specifically within the Front Office.
- Ability to carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Previous experience with Yield Management an asset.
- Experience with rooms forecast and budgets mandatory.
- Proficient use of Microsoft suite including Excel, Word, Outlook and PowerPoint.
- Experience and knowledge on property management systems – prior use Springer Miller System (SMS) is an asset.
- Previous experience with payroll and payroll programs (specifically Avanti) an asset.
- Proven ability to communicate effectively in English, written and verbal, particularly the ability to correspond to guest complaints (in person and in written format).
- First aid level three is an asset.
- Must be willing to work a flexible schedule, including weekends, statutory holidays and evenings.
- Being multi-lingual is an asset.

Interested, qualified candidates are invited to submit their resume and cover letter directly to hshsr@harrisonresort.com or facsimile at 604-796-4712 attention Human Resources.

We thank all candidates in advance for your interest in our resort; however, only those qualified candidates will be contacted.

Check us out online at www.harrisonresort.com.