

A HOTEL WITH THE FREEDOM OF STYLE!

Located in the heart of Central Alberta, the CAMBRIDGE RED DEER HOTEL & CONFERENCE CENTRE is the ideal place to grow your career in hospitality while providing excellent and personalized service to our guests while working within a positive team environment.

The largest conference hotel in Central Alberta, the Cambridge Red Deer Hotel & Conference Centre is seeking an **Operations Manager**. Under direction of the General Manager, the **Operations Manager** is a hands-on role assisting the Executive and Management Teams to create and execute on the strategic direction of Cambridge Red Deer Hotel. The primary responsibility is to the hotel General Manager and the overall operations of the hotel as it relates to (and not limited to); revenue generation, customer experience, operational efficiency, people resource and cultural development, and any other assigned duties.

This role can be further defined as managing the overall operations of the hotel's various outlets though maintaining cost and quality standards, maximizing profits, developing and retaining employees and exceeding guest expectations. Examining, analysing and evaluating operations of the hotel to ensure adherence to standards and policies in order to reach and maintain top performance.

Duties and Responsibilities:

- Provide overall leadership and support to the hotel
- Ensures the delivery of consistent outstanding service to all guests
- Opportunity to interchange between leading the guest services and housekeeping teams
- Actively promotes a growth mindset in the work place
- Creates a work culture that focuses on professionalism, teamwork, fun, and empowerment
- Provides ongoing mentoring, training, support to direct reports
- Champions guest service feedback
- Proactively looks for ways to maximize revenue and profit
- Actively promoting and leading innovative solutions to provide an elevated guest experience
- Establishes departmental plans including labour and inventory planning
- Tours all areas of the hotel daily; ensures action is always taken to maintain Cambridge 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
- Assists in performing quality audits of rooms and the property
- Performs other duties, as assigned, to meet business needs

Education, Experience, Knowledge and Skills Required:

- Possess a positive attitude, passionate about providing a great guest experience and works well with the team
- Minimum 5 years' experience in a leadership role, preference will be given to those with a hospitality background
- Hospitality Degree or Diploma strongly preferred
- Ability to work a variety of shifts, including weekends, holidays, evenings etc. (this role will likely work Tuesday through Saturday regularly)
- Strong leadership skills and proven ability to empower the team
- Excellent written and verbal communication
- Solid understanding of computers, Internet, Microsoft Office, and can adapt to new technologies
- Highly organized with a strong attention to detail
- Ability to nurture a good working relationship with all departments
- Must have effective time management skills and be able to work in a fast-paced environment with multiple interruptions

The **CAMBRIDGE RED DEER HOTEL & CONFERENCE CENTRE** is an equal opportunity employer and believes diversity strengthens us as a workplace; we encourage all those qualified to submit a cover letter and resume to Human Resources humanresources@cambridgereddeer.com. Please ensure the name of the position is included in the subject line.

All applicants must be legally entitled to work in Canada. The successful candidate will be subject to a criminal record check and/or other background checks. This position will remain open until a suitable candidate is found. ***We appreciate and consider all applications; however, only candidates selected for interviews will be contacted.***

CAMBRIDGE RED DEER HOTEL & CONFERENCE CENTRE

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www.cambridgereddeer.com