Operations Manager

ABOUT OUR ORGANIZATION
Our vision at Point Hospitality Group, and our new identity, SPOKEN, is to create an environment where people embrace spiritual wellbeing and the adventure of life. We do this by creating space in our lives and hotels for those we touch to discover and find their flow.

We are seeking a passionate and enthusiastic team player to lead the Front Office, Maintenance and Housekeeping Departments.

The ideal candidate for this position...

- Is personable and has high energy.
- Has a firm sense of spiritual identity and personal conviction.
- Understands the unique business needs of the hotel.
- Communicates with a passion for understanding of Empathy.
- Is self-directed and has a strong desire to meet and exceed goals.
- Is a leader and can transmit their own sense of conviction to others in the hotel.
- Cultivates a sense of cohesion with the community and the hotel.
- Exhibits high themes of Persuasion, Competitiveness and Business Acumen.
- Conducts business with the highest levels of integrity.
- Works to ensure the property is viewed as a vital member of the community.
- Lives in the Bay Area.
- Must have 3+ years’ experience in the hospitality industry.

OUR CORE VALUES

GRACIOUSNESS
We’re grateful for the opportunity to serve our guests and each other in a respectful and courteous manner.

MINDFULNESS
Driven by purpose, we’re intentional and focused on the present moment. We engage guests and each other with integrity.

CONNECTION
We’re all connected. Our actions directly affect the business. We trust and collaborate with each other in an energized rhythm of awareness.

DISCOVERY
With curious hearts, we seek ways to learn, innovate, and thrive. We discover meaningful experiences throughout our day.

Contact: hr@flamingoresort.com | flamingoresort.com/careers
Your role will focus on:

- Supervise and develop the performance of all department managers/supervisors and their respective departments, including Front Office, Housekeeping, and Maintenance to ensure the highest level of guest and employee satisfaction in a cost-efficient manner.
- Ensure all hotel staff supports Point Group’s Mission, Values and Goals.
- Practice and model direct and respectful communications with all team members.
- Enforce hotel-wide understanding of follow-through, consistency and accountability.
- Handle guest issues, complaints and requests proactively and in a manner highly satisfactory to both the guest and the hotel.
- Work with the General Manager to develop, implement, monitor and achieve the objectives of the Annual Business Plan including revenue and expense budgets.
- Ultimately responsible for maintaining the physical assets by being accountable for the Preventive Maintenance Program with the Housekeeping and Maintenance staff.
- Ensure all hotel policies and procedures are fully implemented in all departments, including but not limited to Standard Operating Procedures, Safety and Emergency and as outlined in the company’s policies and procedures as outlined in the Employee Handbook.
- Protect and enhance the value of all hotel assets through appropriate programs in repairs and maintenance, preventative maintenance, housekeeping, security and capital budgeting process.
- Develop and supervise programs that promote a positive work environment for all employees, ensuring that all employment related processes comply with local, state and federal regulations.
- Ensure weekly processing of all invoices including coding and submittal to Accounting partners.
- Responsible for ensuring all new hires, as well as position changes, wage changes, etc. are processed in Flex in a timely manner.
- Ensure timely and accurate completion of all period-end financial statements and reports and provides controls to ensure the proper handling and accounting for all hotel receipts.
- Monthly Review of Accounts Receivable
- Constantly monitor expenses in labor, materials and third-party agreements to align with budgetary goals and be in direct correlation with occupancy.
- Conduct daily walkthrough to insure proper appearance and safety standards in all public areas.
- Conduct daily inspection of a representation of guest rooms, using a weighted checklist. Give housekeepers appropriate feedback.
- Must be fully knowledgeable of and be able to lead any hotel Security or Safety effort up to and including complete evacuation of hotel (fire, earthquake, city-wide emergency).
- Lead in the investigation and resolution of any reported suspicious and/or hazardous conditions.
- Oversee payroll process including approval of timecards, enforcement of time & attendance policies.