



DEERHURST
Resort

CAREER OPPORTUNITY

We are “the best place to experience everything Muskoka has to offer”. We are looking for the right people to join our team who are dynamic, caring, and enjoy servicing the needs of others. If you love working in a fast pace environment and have the ability to effectively adapt to change, we would like to hear from you!

ROOMS DIVISION MANAGER

Position Summary

Reporting to the Director of Operations, the successful candidate will be responsible for the overall operation of our Rooms Division. From arrival to departure, this integral component of our resort encompasses the day-to-day operation of our; front desk, guest services/shuttle team, housekeeping and laundry departments.

Duties & Responsibilities:

- Active member of the senior leadership team of the resort
- Represents the Executive Committee in their absence
- Models all Deerhurst Resort Standards while caring for the guests, co-workers and owners
- Comfortable making responsible decisions and develops and implements recommendations for effective problem solving complementary to our pillars (Guest, Owner, Employee, Brand)
- Provides exceptional and professional service to our guests and team members
- Responds to and actions service issues that arise
- Communicates relevant information and observations to appropriate departments regarding hotel operations, and the guest experience for both individual and group contacts
- Seeks feedback from guests on the service we provide
- Ensures that guest and associate concerns are resolved in a professional and timely manner
- Participates in communication meetings and supports all members of the resort’s leadership team
- Effectively communicates relevant information to all division employees, including daily feedback, operational meetings and monthly departmental meetings
- Responds to all emergencies involving the hotel, our guests and associates
- Recognizes and acknowledges VIPs and is proactive in meeting their needs
- Coordinates and plays an active role in all “protocol” visits, which includes itinerary, dining room reservation and greeting
- Recruits, selects and develops skilled talent for line positions and leadership roles within the divisions
- Manages performance – goals and objectives that are aligned to the resorts targets, for all areas of the division
- Oversees and manages all aspects of day-to-day administration and planning
- Champions the increase in effective and empathetic Guest Name Recognition throughout the resort

- Behaves in a manner that contributes to the resort's environmental commitment and mission
- Models appropriate health and safety practices in the workplace – including the management of incident tracking and correction
- Manages day-to-day Profit & Loss, operational statistics for the division
- Responsible for day of occupancy and rooms sales – up sales
- Oversees all shuttle / transportation needs on site through the Guest Services/Shuttle team

Skills, Abilities & Attributes

- Guest oriented with a sincere, helpful, caring and friendly personality
- Proven ability to work well with other leaders, departments, employees
- Able to take initiative and be proactive in addressing the guest experience
- Attentive to detail, order and cleanliness
- Has exceptional energy, flexibility and professionalism
- Enjoys offering exceptional service and meeting the needs of others
- Able to adapt in a fast pace, constant changing environment within a dynamic work schedule
- Highly motivated, goal and results oriented individual who thrives under pressure
- Excellent organizational, written/verbal communication and interpersonal skills
- Professional in presentation and demeanor
- Comprehensive knowledge of Front Office / Rooms Division operations (inclusive of housekeeping and laundry) industry practices and standard operating procedures
- Operational knowledge of Host (PMS), Resort Suite, Excel and Word an asset

Education & Experience

- Management Degree or Diploma in Hospitality or Tourism an asset
- Previous experience in a rooms division related management role
- Proven commitment to guest service and exceeding guest expectations
- Proven ability to effectively lead, motivate and develop teams
- Valid Ontario drivers license and clean driving record required

1 Easy Way to Apply!

- www.deerhurstresort.com/careers

Contact Information

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Deerhurst Resort

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