

# Assistant Hospitality Manager

## Reports To

Hospitality Manager / Operations Manager

## Summary

If you love people, the beautiful west coast of Vancouver Island and the idea of working in a rewarding position with a progressive, culturally aware and supportive company then you should apply for this posting! The remote community of Bamfield is full of adventure, great people and opportunity for advancement in the tourism and hospitality industry.

Please contact us for information on training and housing options.

## Competencies

- Accountability - Takes ownership of personal workload, as well as the workload of employees under his/her direction.
- Coaching - Engages in regular, structured discussions with employees in order to encourage and improve individual employee performance, and attain organizational objectives.
- Communication - Expresses and transmits information with consistency and clarity.
- Conflict Management - Foresees potential conflict and takes preventative steps. Handles conflict when it arises; assisting with resolution or determining solutions.
- Cooperation - Works with others to prevent conflict and share resources to encourage symbiotic relationships within the organization.
- Decision Making - Makes concrete, well-informed and thought-out decisions that support the overall organization. Has the ability to make quick, effective decisions even when data and details are limited.
- Leadership - Works well with a wide range of individuals to provide support, coaching, encouragement, and direction.
- Managing Performance - Identifies employee's strengths and weaknesses and provides long-term direction and support regarding areas of growth.
- Problem Solving - Able to break down a situation into smaller pieces to identify key issues and figure out cause and effect relationships in order to solve. Use logic and analytical methods to come to realistic solution.
- Results Orientation - Able to focus on desired outcomes, and the means by which they are achieved by meeting and or exceeding standards based on past performance, goals, and objectives, as well as the performance and/or achievements of others.



### **Job Duties**

- Celebrate successes and foster an atmosphere of success
- Conduct monthly reporting
- Determine areas of improvement for employees, providing additional training as needed
- Ensure employees have clear goals and are aware of expectations
- Ensure that timesheets are completed and submitted correctly on a bi-weekly basis
- Maintain accurate and up-to-date employee records that are in compliance with legislative requirements
- Ensure all appropriate workplace regulations and legislation regarding health and safety, accommodation standards, and company policies and procedures are adhered to at all times
- Ensure that safe work practices are being followed
- Ensure that all employees comply with company policies, procedures, and ethical standards
- Evaluate employee performance and provide feedback, coaching, and formal evaluations
- Ensure the highest standards of personal hygiene and dress is enforced amongst all employees
- Ensure all guests are greeted and welcomed in a friendly manner and their questions are answered as required
- Attend to customer complaints in a professional manner when they are escalated to the management level
- Develop strategic performance metrics and targets that are consistent with company goals
- Oversee staff to ensure work is being performed according to established standards

### **Job Requirements**

- Degree or an advanced degree in hospitality or a field related to the industry or related experience
- Strong formal and informal leadership skills
- Sound analytical thinking, planning, prioritization, and execution skills
- Effective leadership skills, with a strong focus on mentoring and motivation of employees
- Demonstrated time management skills
- Ability to complete financial reports, progress reports and general bookkeeping duties
- Ability to remain calm and poised in urgent situations

### **Work Conditions**

- Working in a hotel environment with frequent interruptions
- Flexible hours, including nights, weekends, and holidays
- Interaction with employees, management, and the public at large

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