



Position: Director of Rooms

Updated: February 2021

Reports to: General Manager

Job Type: Full-Time

Location: One location (opening Spring 2022)

The Director of Rooms will strive to always provide exceptional service to both internal and external guests. They will be responsible for oversight in the direction, coordination and management of the daily operations of multiple functions to include, but not limited to, front office, valet, housekeeping and laundry operations. Additionally, they will provide leadership, guidance and support to the management team in the areas of guest service, training, scheduling and performance management for overall successful day-to-day operations.

Southall is a premier destination bringing nature, produce and people together in a powerful and unique way. This position will have considerable responsibility - leading a team of financial and operational aspects of Southall as outlined herein. Successful delivery of all key aspects within the Director of Food & Beverage sphere will help ensure Southall's Mission, future profitability, and sustainability.

Responsibilities:

- Instills a calm, organized approach when interacting in stressful situations; approach internal and external guest opportunities with a sense of heartfelt care and urgency; provide prompt follow-up to ensure 100% guest satisfaction
- Maintain confidentiality of guest information and follow proper protocol to secure and protect pertinent data
- Has strong understanding of P&L, controlling expenses and managing labor to business demands
- Foster and maintain strong, positive and supportive relationships with team members across all departments through effective communication and collaboration of exchanging ideas for best practices
- Lead the effort to effectively recruit, hire, train and successfully support and manage the talent of all new and existing team members

- Participates in formulating and administering company policies, directing and coordinating all divisional department activities to develop and implement long-range goals and objectives to meet business and profitability growth goals
- Reviews analysis of activities, costs, operations and forecast data to determine department or division progress toward stated goals and objectives
- Confers with the directors and department heads to review achievements and discuss required changes in goals or objectives resulting from current status and conditions
- Develops, reviews, updates and implements top guest experience strategies, including new products and services
- Oversees productivity and operating reports and resolves opportunities to ensure minimum financial impact and prevent operational delays to meet future growth
- Works with Director of Front office and Director of Housekeeping to ensure that sufficient staffing is present to meet the daily business demands
- Maintain confidentiality of guest information and follow proper protocol to secure and protect pertinent data
- Leads management to recruit, hire, train and successfully support and manage the talent of all new and existing team members in the Rooms division.
- This leader will be responsible for operating manager on duty shifts when required
- Demonstrate the ability to effectively interact, coordinate and communicate through daily pre-shift meetings with all team members of high guest impact areas (i.e. reservations, guest services, housekeeping, etc.) to ensure a smooth arrival through departure experience for all guests
- Must be available to work varied shifts and flexible schedule including holidays

Skills and Experience:

- Must have previous Rooms Division Leadership experience (front office or housekeeping)
- Luxury Resort experience, demonstrating progressive career growth and a pattern of exceptional performance
- Must be able to understand, speak, read, and write in the English language
- Ability to effectively communicate and provide directions in a clear, concise and professional manner in both verbal and written form
- Excellent verbal and written communications, networking, and presentation skills (in English)
- Excellent organizational skills and attention to detail
- Demonstrated ability to manage complex tasks and prioritize competing demands in order to meet deadlines
- Proficiency in Microsoft Office Suite (Outlook, Word, Excel, PowerPoint)
- Demonstrated ability with constructive, team-centric leadership skills
- Excellent team skills, including but not limited to; listening, coaching, guiding, flexible working, adaptability, collaboration, and facilitation
- Excellent communication skills, including but not limited to; listening, asking questions, building consensus, presenting, obtaining buy-in

- Must be able to push, pull and lift 50 lbs
- Available to work weekends, evenings and/or holidays
- Must be able to walk, stand for prolonged periods as needed

Education

- Bachelor’s Degree or higher-level education preferred

This job description in no way states or implies that these are the only duties to be performed by the team member occupying this position. This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

I hereby certify that I have read and understand the duties and responsibilities enclose herein:

Team Member Signature: _____

Date: _____