



POSITION: Operations Manager

REPORTS TO: General Manager

JOB OVERVIEW: This position is accountable for leading and providing support for the necessary management oversight of all aspects of the Resort in an efficient and cost-effective manner, while operating within the parameters of Cape Santa Maria Beach Resort (CSM) policies and procedures and promoting the Company's "Yes I Can" core values. This position's responsibilities include, but are not limited to the following:

ACCOUNTABILITIES:

Required:

Oversees all aspects of the food and beverage, housekeeping and special events/group reservations for the resort ensuring that appropriate standards and controls are in place to deliver an exceptional guest experience.

Primary Responsibilities:

- Assists with the preparation of the annual budget, and shares responsibility with the General Manager for meeting revenue targets and approving all expenses;
- Hires people that conduct themselves in accordance to the "Yes I Can" core values;
- Responsible for creating and maintaining a positive environment in support of the "Yes I Can" core values;
- Supervises all food and beverage and housekeeping staff, and establishes systems and training and development to maintain service standards;
- Sets the pace and leads by working shoulder to shoulder with crew to assist in serving guests for optimal guest experience;
- Implements a program to manage crew performance through both formal one-on-one scheduled reviews and informal on-the-spot performance appraisals;
- Ensures labour costs are managed consistent with CSM policy, cost targets, and customer service standards;
- Ensures all inventories of merchandise, food, and other supplies are kept up-to-date in a manner appropriate with business levels of the resort;
- Ensures that all staff are scheduled, paid, suspended or terminated according to CSM human resources policy and processes, and the Bahamas Employment Act 2001;
- Actively participates in the Health & Safety Committee, and establishes and follows up on the administration of the Health and Safety Programs;

JOB REQUIREMENTS:

Education and Technical Skills:

- Post-secondary degree in Hospitality Management, Business Administration/Commerce, or an MBA or equivalent credentials or the equivalent combination of education and experience (see below)
- Working knowledge of Microsoft Office Suite
- Solid analytical skills
- Proficient with concepts of food costing and inventory management
- Solid management, leadership, organizational and project management skills, particularly within diverse cultures
- Emergency First Aid and C.P.R.

Experience:

- A minimum of 5 to 10 years' experience in managing a resort or hospitality operation
- Experience working with a team to define and implement resort business strategies or business development strategies
- Recent experience leading a team of diversified employees in a positive manner

CORE Values:

- **'Yes I Can' is**
 - Passion for Service
 - Enthusiastic Teamwork
 - Dedication to Greatness
 - Respect for our Crew, Community and the Ocean

Behavioral Competencies:

- **Leadership:** a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The "team" here should be understood broadly as any group with which the person interacts regularly.
- **Change Leadership:** creating a new vision for the organization and taking the required actions to ensure that the members of the organization accept and support the vision. It generally requires the individual to be in a relatively senior or high-level position, although this is not always the case.
- **Promoting Empowerment:** the ability to share responsibility with individuals and groups so that they have a deep sense of commitment and ownership. People who practice empowerment participate and contribute at high levels, are creative and innovative, take sound risks, are willing to be held accountable and demonstrate leadership. They also foster teamwork among employees and with colleagues, and, as appropriate, facilitate the effective use of teams.
- **Holding People Accountable:** setting high standards of performance and holding team members, outside contractors, industry agencies etc., accountable for results and actions.
- **Strategic Orientation:** the ability to link long-range visions and concepts to daily work, ranging from a simple understanding to a sophisticated awareness of the impact of the world at large on strategies and on choices.

- **Critical Analytical Thinking:** the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation and determine cause-and-effect relationships (“if...then...”) to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.
- **Decisive Insight:** combines the ability to draw on one’s own experience, knowledge and training and effectively problem-solve increasingly difficult and complex situations. It involves breaking down problems, tracing implications and recognizing patterns and connections that are not obviously related. It translates into identifying underlying issues and making the best decisions at the most appropriate time. At higher levels, the parameters upon which to base the decision become increasingly complex and ambiguous and call upon novel ways to think through issues.
- **Results Orientation:** a concern for surpassing a standard of excellence. The standard may be one’s own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates Results Orientation.
- **Business Acumen:** the ability to understand the business implications of decisions and the ability to strive to improve organizational performance. It requires an awareness of business issues, processes and outcomes as they impact the client’s and the organization’s business needs.
- **Building Team Orientation:** the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Building Relationships and Alliances:** working to build or maintain ethical relationships or networks or contacts with people who are, or may be, potentially helpful in achieving work-related goals and establishing advantages. These people may include customers, clients, colleagues etc.
- **Partnering with Stakeholders:** the desire to work co-operatively with all stakeholders to meet mutual goals. It involves awareness that a relationship based on trust is the foundation for success in delivering results.
- **Managing Organizational Resources:** the ability to understand and effectively manage organizational resources (e.g., people, materials, assets, budgets). This is demonstrated through measurement, planning and control of resources to maximize results. It requires an evaluation of qualitative (e.g., client satisfaction) and quantitative (e.g., service costs) needs.
- **Improving Operations:** is the ability and motivation to apply one’s knowledge and past experience for improving upon current modes of operation. This behaviour ranges from adapting widely used approaches to developing entirely new value-added solutions.
- **Problem Solving and Judgment:** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.

Physical Requirements

- Ability to work in a variety of weather conditions.
- Standing and walking for extended periods of time.

- Ability to lift up to 50 pounds, carry and bend.

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