



DIGBY PINES

Golf Resort and Spa

Detailed Job Description

Company Overview: The Digby Pines Golf Resort and Spa is a year-round newly renovated hotel, located in Digby, Nova Scotia, on the shores of the Annapolis Basin. Digby Pines is owned and managed by Pacrim Hospitality Services, Inc. and is one of the province's three "Signature Resorts". Beautifully situated and overlooking the phenomenal Bay of Fundy, our spectacular Nova Scotia lodging has been welcoming guests since 1929. Since then, we have remained as one of the best places to stay, eat, and golf in Atlantic Canada.

Reference#: DPR0015

Job Title: Operations Manager (Asst. GM), Digby Pines Resort

Salary/Wage: \$35.91 - \$45.91/hour

Work Location: Digby, Nova Scotia B0V 1A0

Position Summary: The Digby Pines Resort Operations Manager (Asst. General Manager) will be a true hospitality professional with a proven track record of success and operational excellence. The Operations Manager will work with the General Manager, and will be responsible to deliver a superior level of service for our guests, create a safe and inspiring workplace for our employees and contribute to the prestige and reputation of the local community and Nova Scotia tourism. Responsible for coordinating, overseeing, and organizing all the activities involved in the smooth and effective running of the Digby Pines Resort.

Duties and Responsibilities:

- Oversee daily operations of Digby Pines Resort and coordinate the development of key performance goals for functions and direct reports.
- Create and implement policies and procedures to ensure compliance with health and safety legislation and licensing laws.
- Responsible for all areas of resort management and staff, including, food & beverage, sales & marketing, revenue management, rooms, housekeeping, engineering, spa, human resources, cabins, and golf course.
- Keep track of budgets and expenses, including reviewing financial reports and statements.
- Set the financial reporting standards, policies, and procedures to ensure the resort meets financial performance goals.
- Inspire managers and staff alike to assume responsibility to deliver exceptional guest-experiences, promote tourism, and achieve customer service goals.
- Working closely with the General Manager and the PHS Corporate Team and Owners, the Operations Manager will be the public face for resort marketing and public relations.
- The Operations Manager will be instrumental in recruiting, hiring, training, and building strong operational teams that share the Manager's passion for excellence and positive guest experiences.

Education and Skills:

- University Degree in Hospitality/Hotel Management or Business Management preferred.
- Minimum of 3-5 years of progressive experience in senior hotel management required, with prior general management experience.
- International work experience in hospitality and tourism industry is preferred.
- Must have proven leadership and management skills in hotel management, food & beverage or resort management and proven ability to grow profitable revenues in all areas of resort operations.
- Thorough knowledge of hotel operations, and possess excellent communication, organization, and multi-tasking skills.

Language(s): English essential, but candidates with foreign language skills that match profile of the resort's international clientele are preferred.

Start Date: As Soon As Possible

Number of Vacancies: 1

Work Hours: 40 hours/week

Workdays: Weekdays and Weekends

Employment Term: Full-Time, Permanent

Benefits: Benefits Package Available

How to Apply?

E-mail Resumes To: Human Resources, hr@pacrimhospitality.com

(please indicate reference# DPR0015)

Work Authorization: Canadian Citizen or Permanent Resident Only. We will review this criterion and your qualifications and contact you only if you are considered for an interview.

Posting Date: 08/12/2020

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Advertised Until: 09/23/2020