



# ROSEWOOD TUCKER'S POINT

BERMUDA

**Do you have a passion for excellence? Are you seeking a challenging and rewarding career opportunity? Are you interested in joining a dynamic team that has raised the service standard of hospitality and has elevated Bermuda's reputation as a global competitor in the industry? If so, we are looking for you! Rosewood Tucker's Point is a luxury mixed use resort and is currently inviting applications for a variety of positions throughout Resort.**

**SPA DIRECTOR** - We are seeking a dynamic Spa Director who will be responsible for the daily operations of the Spa, (a Sense® Spa ) Fitness Center, and Hotel pools. The successful candidate will ensure operational and financial success of the Spa, cultivate exceptional customer experiences, and develop and inspire a first class team. Key responsibilities will include but will not be limited to :

- Prepare and/or assist in the preparation of annual budgets and operation forecasts; prepares regular and special reports; maintains necessary records and files.
- Review the daily reservation system to ensure effective distribution of services amongst therapists and stylist to maximize occupancy
- Maintain accurate Spa Occupancy reports for forecasting and scheduling purposes
- Ensure that inventories are conducted regularly and accurately for all retail products, linen and professional products.
- Generate revenue for the spa by organizing spa promotions and advertising spa services within the resort
- Ensure that the spa operation follows Sense ® SOP guidelines
- Liaise with guests & members ensuring satisfaction and dealing with guest & member complaints efficiently and effectively
- Proactive in making certain the facility, services and equipment are clean and in optimal working order

**Candidate should possess the following skills and attributes:**

- Minimum of five years experience with at least 2 years senior spa management experience with an internationally recognized luxury spa brand
- Proven experience in developing Spa modalities and resort programming.
- Strong skills in spa yield management and cost controls
- Strong computer knowledge in Windows environment as well as proficiency in property management system and Spa management systems (preferably SpaSoft)
- Must have excellent organizational, interpersonal and administrative skills

**SENIOR CONFERENCE SERVICES MANAGER** - We are seeking a dynamic individual to manage the overall Catering & Conference Services department and to lead the team of Catering & Conference Services and Local Sales Managers and administrative staff. The areas of emphasis include ensuring that Catering & Conference Services are delivered at the highest of standards and responsibility for achieving resort Catering & Conference Services goals.

**Duties will include:**

- Responsibility for short and long term planning and the management of Catering & Conference Services
- Developing and recommending the budget, marketing plans and objectives and manages within those approved plans
- Maintaining or exceeding budgeted sales and profits in all Catering & Conference Services & areas
- Developing and implementing effective marketing plans for generating Catering & Conference Services revenues
- Ability to put together creative and innovative menus and to work closely with Chef on pricing specialty menus
- Train, supervise and work with Catering & Conference Services staff, in order to solicit and book banquet and Catering & Conference Services functions, as well as the planning, merchandising and execution of the functions
- Leads Catering & Conference Services team to build long-term, value-based customer relationships that enable achievement of hotel Catering & Conference Services sales objectives

**Candidates should possess the following skills and attributes:**

- Six years or more of progressive hotel Catering/Conference Services experience with at least three years in a senior role
- Must hold a Certified Meeting Professional designation or be willing to obtain
- Must possess the following strengths: high energy, entrepreneurial spirit, motivational leader, effective communicator, effective in providing exceptional customer service and ability to improve the bottom line
- Clear concise written and verbal communication skills in English
- Must be proficient in Microsoft Word and Excel and have experience with a PMS and sales programs (preferably Delphi)
- Must have excellent organizational, interpersonal and administrative skills

Due to the nature of the Catering & Conference Services department applicants must be prepared to work significant hours outside of regular business hours. This position will require on a regular basis early mornings, evenings, weekend, and public holiday work.

**ASSISTANT MANAGER, FRONT OFFICE** – We are seeking the ultimate hospitality professional who will assist with the management of the Front of House operations. Under the supervision of Front Desk Manager, the incumbent will effectively manage and be hands on with all of the operations of the Front Office. Duties will include but are not limited to:

- Leading the FOH service team, effectively delivering a luxury standard of excellence to our Hotel and resort guests
- Effectively manage guest relations from pre-arrival hand over from Revenue Management/ Resort Reservations, to post departure needs
- Acting as a Duty Manager in the absence of the Front Office Manager / Director of Rooms in rotation with other staff as required.
- Counseling, mentoring, training and developing service staff.

The successful candidate will have a minimum of two years front office supervisory/management experience. Proficiency in a Property Management system and Microsoft office suite is required. The individual must have a passion for providing excellent customer service, have superior problem-solving skills and possess excellent written and verbal communication skills. This position requires the flexibility to work shifts that will include overnight from time to time.

**ASSISTANT HOUSEKEEPING MANAGER** - We are seeking an Assistant Housekeeping Manager who will be responsible for the performance of housekeeping internal guests and general hotel cleanliness and who will take appropriate action to correct deficiencies, conditions, behavior and work practices. The Manager will report directly to the Executive Housekeeper. Other duties will include but are not limited to:

- Interact, evaluate, coach, counsel and provide leadership support to all team members.
- Inspect guest rooms, guest areas and employee areas and assess compliance with all established standards as they relate to the cleanliness, maintenance and safety.
- Monitor consumption of guest and cleaning supplies.
- Conduct inspections of guest rooms, public areas, guest hallways, closets and provide feedback to room attendants and houseman.

**Candidates must possess the following skills and attributes:**

- 2 years Housekeeping supervisory experience in a luxury hotel environment
- Strong working knowledge of computers and Microsoft Office Suite.
- Have the ability to work independently as well as within a team environment.
- Excellent written and oral communication skills and the ability to work well under pressure.
- Flexibility to work weekend, evenings and public holidays as required

**SPA THERAPISTS** - We are seeking qualified therapists to join our team of talented therapists. Responsibilities of the Spa Therapist will include but are not limited to:

- Performing body treatments including wraps using heat, and massage therapy using modalities of shiatsu, reflexology, Reiki, Thai massage and warm stone massage
- Performing facials including exfoliation and extraction
- Performing manicures and pedicures
- Ensuring the quality of the guest experience by the immaculate presentation of treatment rooms and providing the Guest with product recommendations tailored specifically to each individual Guest.

Applicants should have certification from an accredited school of beauty therapy to include aesthetics and massage and two years proven experience as a therapist in a luxury Spa environment.

Certification in CPR/First Aid is a definite asset. Therapists are expected to have superior communications and customer service skills and should be willing to be work a flexible schedule that will include weekends and public holidays.

**SECURITY OFFICER** - Reporting to the Security Supervisor and Director of Security, Security Officers will be responsible for conducting routine patrols and sectoring patrols to check security of buildings, personnel, equipment and adherence to rules and regulations. Applicants should have knowledge of local laws and practices related to security functions and in the use and maintenance of standard security and communications equipment. Technical training in military, police or other security procedures and practices would be an asset. Candidates will possess exceptional interpersonal and communication skills, both written and verbal, and good computer skills with proficiency with Microsoft Office. Shifts will include weekends, public holidays, and overnight shifts.

General pre-requisites for ALL positions include a commitment to excellence and the ability to uphold luxury standards. Due to the nature of the business the positions require the ability to work extended hours, shifts, weekends and public holidays.

**ASSISTANT DIRECTOR OF FINANCE** – We are seeking an Assistant Director of Finance who will provide continuous leadership and guidance in matters relating to the financial operations of the resort. The post will report directly to the Director of Finance. Responsibilities shall include but are not limited to:

- Managing the accounting team in all areas of hiring, training, coaching, performance evaluation and disciplinary matters
- Preparing financial operating statements and reports in accordance with company policy in a timely and accurate manner.
- Monitoring resort internal controls and creating and implementing operating procedures and controls for the resort.
- Coordinating with auditors to ensure the preparation and delivery of audit working papers to facilitate corporate reporting deadlines.
- Coordinating the reconciliation of bank accounts, balance sheet accounts and fixed asset accounting operations.
- Ensuring proper, timely payment of fees for licenses, permits, regulatory contracts and insurance policies.
- Directing cash management activities to ensure proper use and timely availability of funds.
- Preparing the department payroll on a monthly basis and acting as backup resort payroll administrator

**Candidates should possess:**

- Bachelor's degree in Business Administration, Accounting or Finance is a must.
- A minimum of three years progressive accounting management experience with at least two years supervisory/management experience in a hotel accounting environment
- Proficient in all Windows based software applications and Microsoft Excel.
- Knowledge of hotel accounting, F & B Point of sale, property management systems and general business and financial reporting systems
- Ability to assemble, analyze and understand integrated spread sheets and complex technical information.
- Effective management, leadership, organizational and communication skills.
- Strong leadership skills with demonstrated ability to lead and motivate a team

**HOA ACCOUNTANT** - This position will report to the Director of Finance and will be responsible for the accounting and preparation of monthly, quarterly, and yearly HOA (Home Owner's Associations) financial statements including variance analysis and reporting; preparation of year end financial statements and files for audit purposes. Duties will include, but are not limited to; management of and assistance with monthly balance sheet reconciliations, assistance with the preparation of HOA budgets, cash flow analysis, general ledger conversion, allocations of costs and assisting with the training of other team members and other accounting duties as and when required.

**Applicants should possess:**

- Bachelor's degree in Business Administration, Accounting or Finance is a must.
- CA, CPA, or CMA qualification
- A minimum of three years post qualification experience (Previous hospitality, property development, property management and/or club accounting experience are desirable.)
- Thorough knowledge of HOA Accounting, Fund Accounting and Reserve for Replacements
- Ability to work independently, as well as, within a team environment
- Exemplary written and oral communication skills
- Ability to prioritize and work well under pressure
- Flexibility to work weekends and evenings as required to meet deadlines
- A high degree of computer literacy with proficiency in Microsoft Office

**Interested persons should complete an application online at our website [www.rosewoodtuckerspoint.com](http://www.rosewoodtuckerspoint.com) under the employment section.**

Closing Date for applications is: August 6, 2012

*“Rosewood Tuckers Point is an Equal Opportunity Employer, offers a competitive compensation package, a rewarding work environment and challenging career opportunities.”*