

THE Fairmont SOUTHAMPTON

The Fairmont Southampton is a premier luxury resort and regarded as a leader in the hospitality industry. Our mission is to turn moments into memories for our Guests. An exciting hospitality career awaits you if you are committed to providing our Guests with an authentically local experience through providing warm and engaging service.

Assistant Director of Facility Operations

Reporting to the Director of Facility Operations, the successful candidate's responsibilities will include implementing preventative maintenance and resource management programmes.

Responsibilities Include:

- Assisting in the daily management, planning, organization and scheduling the work of the Maintenance Department
- Coordinating and overseeing all preventative maintenance programmes and improving efficiency, profitability and service levels
- Ensuring efficient management of materials and equipment inventory
- Monitoring, updating and implementing the fire safety plan, building evacuation and disaster recover plan
- Assisting with preparation of and adherence to the annual budget
- Assisting in monitoring the energy and water management programmes
- Recruiting, training, developing, conducting performance reviews and scheduling of engineering colleagues
- Assisting with selection, supervision, performance monitoring of sub-contractors
- Ensuring effective management and maintenance of vehicle fleet
- Conducting and attending various meetings
- Preparing various reports
- Building and maintaining cohesive relationships with internal and external stakeholders
- Acting responsibilities in the absence of the Director of Facility Operations

Qualifications:

- Minimum five (5) years relevant experience to include three (3) years as Assistant Director of Engineering or equivalent in a large luxury hotel, hospital or a large multi facility building
- A 4th Class Power Engineer Certificate or higher certification is required.
- Proven leadership, team management and development skills
- Proven ability to supervise multiple complex projects with a focus on results
- Proven record of working cohesively as part of a team in a multi-cultural environment
- Excellent communication (verbal and written), interpersonal, analytical, problem solving and organizational skills
- Must be accountable, reliable and detail oriented
- Computer literate in MS window applications required

Shift Building Operator – HVAC Mechanics

Under the supervision of the Lead Shift Building Operator, the main duties include, but are not limited to, responding to all daily guest rooms, front and heart of house and dormitory maintenance requests, preventative maintenance of guest rooms, hotel facilities and outlets, and monitoring and maintaining Air Handling Units, refrigeration, electrical and mechanical systems as scheduled; and other duties as required.

The successful candidate must have an Air Conditioning Mechanic trade certification, together with demonstrated knowledge and skills of building systems, HVAC and mechanical related equipment, boiler operations, EMS Automated Logic Control (or similar systems), computer applications, together with minor carpentry, painting, plumbing and electricity skills. Minimum of 2 years experience as a Building Operator or Building Maintenance Technician in a large hotel, hospital or a large multi facility building is required.

Duties will also include daily Preventative Maintenance of equipment, operation and repairs of the existing Chillers, Air Handling Units, refrigeration system, pumps and related equipment; and basic plumbing, electrical, and other building systems and how they relate to the hotel building and the outside properties.

Shift Building Operator – Laundry Mechanics

Under the supervision of the Director of Facility Operations, the main duties include, but are not limited to, Monitoring and maintaining all laundry equipment; preventative maintenance of all laundry mechanical equipment; operation and repairs of the existing Ironers, Washers, Dryers, Folders, Spreaders, Valet and Dry cleaning equipment as well as all peripheral mechanical equipment and perform any other hotel property mechanical duties as required.

The successful candidate must have a minimum of 3 years experience as a Laundry Mechanic in a full size industrial laundry as well as demonstrated knowledge and repair skills of industrial Ironers, Washers, Dryers, Folders, Spreaders, Valet and Dry cleaning equipment. A recognized trade's certificate is preferred and knowledge of Ellis, Weir, Passat, Challenge, and Kannegeiser would be an asset.

Shift Building Operator – Plumber

Under the supervision of the Lead Shift Building Operator, the main duties include, but are not limited to, responding to all daily guest rooms, front of house, heart of house and dormitory maintenance requests; scheduled preventative maintenance of guest rooms, hotel facilities and outlets; monitoring and maintaining all plumbing systems, HVAC systems and mechanical systems as scheduled; preventative maintenance of equipment and other duties as required.

The successful candidate must have a plumbing trade certification and a minimum of 2 years experience as a Building Operator or Building Maintenance Technician in a large hotel, hospital or large multi facility building.

Maintenance Technician

Reporting to the Director of Facility Operations and supports the team in maintaining the physical assets of the hotel property.

Responsibilities Include:

- Installing and repairing light bulbs/light fixtures, bulletin boards, signs etc.
- Painting, varnishing, staining various surfaces, hanging pictures, assembling furniture etc.
- Assisting with preparation of and completing inventory
- Assisting with preventative maintenance duties including changing filters, replacing belts, clearing gutters and cleaning/greasing equipment as required
- Completing all maintenance service requests as assigned punctually
- Completing special projects as required
- Recording and reporting any unusual occurrences and/or damage promptly
- Ensuring materials and equipment are efficiently managed
- Participating in various meetings as required
- Building and maintaining cohesive relationships with internal and external stakeholders
- Adhering to all departmental standards, policies and procedures and all

- safety policies
- Other duties as assigned

Qualifications:

- 2 years experience relating to general repairs and maintenance an asset
- Knowledge in a variety of trade areas
- Able to use various hand tools, power tools and equipment
- Good communication (verbal and written), interpersonal, problem solving and organizational skills
- Must be accountable, reliable with exceptional attention to detail
- Able to work cohesively as part of a team in a multi-cultural environment
- Basic computer skills with Microsoft Window applications required

Schedule: must work flexible shifts including nights, weekends and public holidays

Reservations Manager

Reporting to the Director of Revenue the successful candidate will be responsible for the daily operations of the Reservations Department and consistently improve all aspects of service.

Responsibilities Include:

- Selecting, training, developing and managing team including conducting performance evaluations
- Ensuring team and systems are accurately managing the entire guest reservations' process
- Acting as the liaison with Global Reservation Center, to maximize sales, including development and execution of reservations sales incentives
- Ensuring guest satisfaction of reservation process including discussing and negotiating any potential concerns through to resolution
- Pro-actively identifying potential barriers to guest satisfaction or hotel's ability to fulfill expectations
- Developing and maintaining cohesive working relationships with related departments to ensure offers are accurately established and managed through billing stage, as well as resolve concerns as required
- Computerizing and managing hotel rates, availability and information across all channels with view of maximizing hotel revenue.
- Managing reservations interfaces to ensure correct delivery and promptly addressing system issues
- Producing various reports as required including reporting on daily reservations and revenue versus key metrics
- Assisting the Director of Revenue to accurately complete a variety of reports as required
- Conducting and/or participating in various meetings as required including weekly Revenue Maximization meetings
- Assuming additional responsibilities in the absence of the Director of Revenue
- Following all department policies, procedures and service standards and safety policies
- Other duties as assigned

Qualifications:

- Hospitality degree/diploma preferred
- 3-5 years in a reservation sales environment or related hospitality discipline required
- 1-2 years of supervisory/management experience an asset
- Excellent analytical, problem solving, multi tasking, organizational and administrative skills
- Excellent communication (verbal and written), interpersonal and team management/development skills
- Proven report writing and presentation skills
- Able to work efficiently, independently and cohesively, producing quality results within strict deadlines, in a multi cultural environment
- Working knowledge of Opera Reservations and Property Manager or equivalent system
- Proficient with Microsoft Windows applications in particular MS Word, Excel and Outlook required

Security Officer

Reporting to the Director of Security to ensure the safety and wellbeing of our Colleagues, guests and visitors.

Responsibilities Include:

- Ensuring the overall safety and security of the hotel guests, Colleagues and hotel premises
- Participating as a member of the Emergency Response Team and responding to all emergency situations including fire, weather-related, accidents, safety concerns and calls for medical assistance
- Providing First Aid and CPR as required
- Correcting and reporting any fire hazards or health and safety hazards
- Ensuring that any violations to law or hotel policy are investigated and reported
- Investigating and preparing reports of accidents, complaints, criminal activity, and crisis situations
- Conducting regular floor patrols, cash counts and crowd control
- Maintaining computer records of all actions in a Daily Activity Report
- Assisting guests regarding hotel facilities in an informative and courteous manner
- Follow department policies, procedures and service standards
- Follow all health and safety policies
- Other duties as assigned

Qualifications:

- University/College degree in a related discipline preferred
- Previous experience in a Security role required
- Certification in CPR and First Aid required
- Valid driver's licence
- Exceptional communication (verbal and written), interpersonal, teamwork, observation and problem solving skills
- Must be alert, accountable, reliable and flexible
- Able to work efficiently under pressure in a fast paced multi-cultural environment
- Able to work cohesively with colleagues as part of a team
- Able to focus attention on guest needs, remaining calm and courteous at all times
- Computer literate in Microsoft Window applications required

Schedule: Shift will alternate between 11:00 p.m. - 7:00 a.m. and 12:00 p.m. - 8:00 a.m. Must be flexible to work other shifts as department resourcing demands

Security Supervisors

Reporting to the Director of Security Supervises coordinates security activities and Security Officers to maintain the security and safety of guests, employees and property. Conducts briefings and coordinates training and special assignments as required.

Responsibilities Include:

- Ensuring the overall safety of hotel guests, colleagues and property
- Participating as a member of the Emergency Response Team and responding to all emergency situations including fire, weather-related, accidents, safety concerns and calls for medical assistance
- Providing First Aid and CPR as required
- Patrolling assigned area(s)
- Investigating and preparing computerized reports on incidents, accidents, complaints, criminal activity, crisis situations and hazards
- Supervising, training and developing Security Officers includes assisting with evaluations
- Preparing duty schedules to ensure acceptable coverage
- Conducting and participating in briefings and meetings as required
- Conducting key control audits and maintaining key control records
- Assisting guests regarding hotel facilities in an informative and courteous manner
- Enforcing and following department policies, procedures and service standards as well as all Health and Safety policies
- Enhancing job knowledge: participating in educational opportunities, reading related publications etc.
- Other duties as assigned

Qualifications:

- 3 years previous related experience including a minimum of one year in a supervisory capacity
- Knowledge of alarm and fire systems, security and health and safety procedures and practices etc.
- Valid drivers licence (heavy truck)
- Licence under The Private Investigators and Security Guards Act 1974 or be able to successfully obtain the licence
- Exceptional communication (verbal and written), interpersonal, teamwork, observation and problem solving skills
- Proven guest service skills
- Must be alert, accountable, reliable and flexible
- Able to work efficiently under pressure and cohesively within a team in a fast paced multi-cultural environment
- Computer literate in Microsoft Office Suite of applications required

Schedule: Primary shift will alternate between 11:00 p.m. - 7:00 a.m. and 12:00 p.m. - 8:00 a.m. Must be flexible to work other shifts as department resourcing demands

Beauty Therapists

The successful candidates will provide facials, body treatments, massages, waxing, manicures and pedicures in a safe, professional and courteous manner to our clients. We need dynamic personalities who thrive in a fast-paced multi-cultural environment and who are responsible, reliable and genuinely enjoy exceeding guests' expectations.

The successful candidates must be a graduate from an accredited school of beauty therapy or aesthetics; must have a minimum of two (2) years proven experience in providing facials, body treatments, massages, waxing, manicures and pedicures. Must work cohesively in a team environment, must be fully knowledgeable and practiced in current spa treatments and trends and must work a flexible schedule including evenings, weekends and public holidays.

Body Technicians

The successful candidates will provide professional massage therapy and body treatments. Successful candidates must be graduates from an accredited school of massage therapy with a massage licence or national certification; with a minimum of 2 years proven relevant experience at a recognized spa facility and must be fully knowledgeable and practiced in current spa treatments and trends. Must work a flexible schedule including evenings, weekends and public holidays
Salon Color Specialist

The successful candidates will provide professional salon hair services including multi-dimensional highlighting techniques and “State of the Art coloring”. The candidate must possess an artistic flair for contemporary evening and bridal styling. The applicant must possess a related Hair Stylist Certification and a minimum of 5 years experience in a salon. Must work a flexible schedule including evenings, weekends and public holidays

Salon Technician Stylists

The successful candidates will provide professional hair and nail care and the highest quality of service while bringing current styling trends to guests and members. The individual will perform the latest trends of hair care services including cutting, styling, blow-drying, hair colouring, permanent waving, relaxing, conditioning treatment and formal designs, i.e. weddings and be well versed in and provide manicures and pedicures. Successful candidates must have a related Hair styling certification with a minimum of 2 years' experience in a recognized Salon or Spa facility. Must work a flexible schedule including evenings, weekends and public holidays.

Fitness Specialists-Personal Trainers-Activities Instructors

The successful candidates will be responsible for the overall operations and guest satisfaction of the Spa Fitness areas, ensuring the highest level of professionalism in service to all guests and members through maximum efficiency, safety, attention to detail and personalized guest care.

Qualifications:

- Personal Trainer Certification through a nationally recognized certifying agency/organization
- 2 years experience in Fitness-Wellness fields, preferably in a resort
- Experience in administering PAR-Q, Health Risk and History, Fitness Assessments and Client Consultation
- Experience instructing and leading exercise in an adult fitness setting using proper form and spotting techniques
- Multi-talented individual with experience in group class instruction of Movement Arts, Pilates, Mat Sciences, Cardio boxing, Flexibility, Agility, Tai Chi, Meditation, Yoga, Aqua Aerobics. Nutrition, Lifestyle Coaching, etc. would be an asset
- Experience in a Lifestyle Wellness Philosophy that incorporates the balanced basics of food, water, rest and activity would be an asset

Schedules: Irregular hours including nights, weekends and public holidays apply to these positions.

Apply Online To:
www.fairmontcareers.com

Closing Date: October 31, 2012