



- Follow department policies, procedures and service standards, including all safety policies
- Participate in hotel committees
- Perform other job related duties and projects as assigned

Qualifications:

- Previous guest service experience necessary
- Energetic with excellent interpersonal and communication skills
- Must be in good physical condition as frequent and repetitive lifting of luggage is required
- Proven ability to work in a demanding fast paced environment
- Proven ability to work cohesively as part of a team in a multi cultural, diverse environment
- Proven ability to focus attention on guests needs, remaining calm and courteous at all times
- An impeccable appearance with superior attention to detail
- Strong work ethic, highly responsible, reliable and the ability to work extended hours including evenings, public holidays and weekends is required

GUEST SERVICES AGENT(FULL-TIME)

Summary of Responsibilities:

Reporting to the Guest Services Manager, responsibilities and essential job functions include, but are not limited to, the following:

- Consistently offer professional, friendly and proactive guest service while supporting fellow colleagues
- Maintain a high level of professionalism in all aspects of job performance, practice Fairmont Service Promises’s in all interactions
- Maintain high standards of personal appearance and grooming, which include wearing the proper uniform and nametag while working.
- Demonstrate awareness of groups, events and activities happening in the hotel and direct guests to functions within hotel as required
- Demonstrate awareness of and market special guest programs
- Check guests into or out of the hotel
- Confirm credit and payment method at check in and ensure full payment received at checkout
- Log all guest requests and confirm completion
- Prepare express checkouts to be mailed daily (day shift)
- Review PMS inventory and House count for availability and rates
- Prepare individual paper work (reconcile postings etc) for closing of shift
- Balance bank daily
- Resolve guest concerns in a prompt and efficient manner, follow correct documentation procedures and ensure managers and relevant departments are notified in a timely manner
- Prepare daily reports and distribute to appropriate department
- Relocate overbooked guests
- Maintain regular attendance in compliance with Fairmont Standards, as required by scheduling which will vary according to the needs of the hotel.
- Comply at all times with Fairmont standards and regulations to encourage safe and efficient hotel operations
- Participate in hotel committees
- Perform other job related duties and projects as assigned

Qualifications:

- At least one year’s experience in Front Office / Guest Services role in a luxury property or a Hospitality diploma/certificate is strongly preferred
- Proven ability to focus attention on guests needs, remaining calm and courteous at all times
- Energetic with excellent interpersonal and communication skills
- Proven effective problem solving skills
- Excellent organizational skills with ability to prioritize and multi-task
- Proven ability to work in a demanding fast paced environment
- Proven ability to work cohesively as part of a team in a multi cultural, diverse environment
- The ability to understand financial information and data, and to perform basic arithmetic functions
- Energetic with excellent interpersonal and communication skills
- Strong work ethic, highly responsible, reliable and the ability to work extended hours including evenings, public holidays and weekends is required

SALES & MARKETING DEPARTMENT

LEISURE SALES COORDINATOR (FULL-TIME)

Summary of Responsibilities:

Reporting to the Director of Leisure Sales and Director of Travel Industry Sales, responsibilities and essential job functions include, but are not limited to, the following:

- Consistently offer professional, friendly and engaging service while supporting colleagues
- Provide sales support for the Director of Leisure Travel and the Travel Industry Sales Manager – logging all daily sales activities in order to achieve monthly goal for six simple standards, first point of contact for all initial inquiries into the department (inquiries from Travel agents, Tour operators, Tour services) issue annual Tour contracts, management of countersigned contracts and communicate all information to proper internal channels. Handle all promotion templates and the dissemination of the promotions to all internal and external channels
- Assist manager with the direct sales and servicing of leisure consortium partners to include promotions and on-site training (involving travel) as directed
- Audit and manage content on partner web sites (tour and consortia partners)
- Assist with prospecting and client follow-up
- Liaise with our partners in tourism, ie. Tour Global Sales Office’s, Bermuda Department of Tourism etc, as assigned
- Participate in weekly Bermuda sales meetings as outlined by Travel Industry sales manager
- Create and maintain all client profiles and contact information
- Maintain the Leisure Initiatives grid weekly or as required
- Coordinate all travel agent and tour operator familiarization trips, industry functions, trade shows and sales trips and participate as required
- Compile, update and disseminate weekly, monthly, quarterly and annual reports as required
- Coordinate ongoing purchase order requests, invoice submissions and monthly budget accruals
- E-Mail distribution of hotel updates
- Actively participate in industry and hotel training programs and hotel committees
- Perform other job related duties and projects as assigned

Qualifications:

- Bachelor degree in Hotel Management and/or equivalent experience working in the hospitality industry is preferred
- Two years administrative experience is required, experience in a sales or marketing environment is preferred
- Creative and energetic with excellent written and verbal communication skills
- Excellent organizational skills with ability to prioritize and multi-task
- Excellent presentation skills and strong interpersonal skills
- Strong computer literacy with MS Office programs
- Enthusiastic team player, independent self-starter
- Proficiency in office duties, clerical duties and direct sales and/or sales support
- Full time, permanent position with some travel required which may include weekends
- Strong work ethic, highly responsible, reliable and the ability to work extended hours including holidays and weekends as necessary is required

SALES COORDINATOR (FULL-TIME)

Summary of Responsibilities:

Reporting to the Director of Sales and Marketing, responsibilities and essential job functions include, but are not limited to, the following:

- Consistently offer professional, friendly and engaging service while supporting colleagues
- Coordinate and handle multiple responsibilities and assignments in a demanding environment in order to prioritize and meet tight deadlines
- Prepare and process proposals, contracts and business travel requests for information as required
- Update and maintain all client contact databases on an ongoing basis
- Assist with preparation for Site Inspections, FAM Trips and Client Events and attending functions as required
- Produce weekly, monthly, quarterly and annual reports as required
- Coordinate the rolling calendar of site inspections, FAMS and VIP arrivals
- Administer Resplus and FPC membership enrollments
- Log client interaction activities as requested
- Participate in and take minutes for all department meetings
- Participate in hotel committees
- Perform other job related duties and projects as assigned

Qualifications:

- Bachelor degree in Hotel Management and/or equivalent experience working in the hospitality industry is preferred
- Two years administrative experience is required, experience in a sales or marketing environment is preferred
- Strong organization and time management skills and the proven ability to work efficiently in a demanding and fast paced environment
- Proven ability to work cohesively as part of a team in a multi cultural environment
- Proven ability to focus attention on customer needs, remaining calm and courteous at all times
- Ability to understand and interpret financial data
- Excellent written and oral communication skills
- Strong computer literacy with MS Office programs (Excel, Word, PowerPoint, Outlook) is required. Knowledge of Opera Sales & Catering, and Lanyon is preferred
- Strong work ethic, highly responsible, reliable and the ability to work extended hours as necessary is required

REVENUE ANALYST (FULL-TIME)

Summary of Responsibilities:

Reporting to the Director of Sales & Marketing, responsibilities and essential job functions include, but are not limited to, the following:

- Consistently offer professional, friendly and engaging service while supporting Colleagues
- Update daily, weekly and monthly reports (including owner and RevMax meeting reports)
- Manage and maintain Inventory distribution system (Ez-Yield) and Online Travel Agent extranets including accuracy of content, online travel agent rates, and inventory
- Maintain rate parity among all sites
- Perform daily update on Ez-Yield and wholesale calendar based on Daily Revenue Management System strategy
- Conduct monthly audit of hotel content on all distribution channels and sellweb/ lanyon
- Oversee eStandby production and review up sell parameters as appropriate
- Monitor and maintain my Rooms Management System (IDeaS) system to ensure its demand forecasting and pricing is as accurate as possible and supporting hotel strategies
- Complete daily/ weekly/ monthly/ annual maintenance tasks in the Rooms Management system (IDeaS)
- Review rate strategies with Director of Revenue Management and update rates
- Complete competitive pricing checks, including packages and promotions
- Responsible for Rate, Promotion and Package loading, and relevant distribution to operating departments
- Conduct GRC (Central Reservations) test calls to ensure they have our key selling strategies in place
- Develop and maintain Hotel Rate Binder
- Develop and maintain close and effective working relationships with all supporting Departments
- Complete and maintain package allocation template for all required packages
- Complete rate code audits
- Monitor inventory (brand availability and overbooking levels), and liaise with Reservations, Front Office and Sales to ensure the highest level of guest service is maintained while maximizing profit
- Participate in weekly Revenue Maximization Meetings
- Assist in Forecasting and Budget planning as needed
- Follow and ensure compliance with all corporate, hotel and departmental policies and procedures
- Participate in hotel committees
- Perform other job related duties and projects as assigned

Qualifications:

- Bachelor degree and/or Hotel Management degree and/or equivalent experience is preferred
- Minimum one to two years in a Front Office, Reservations or Revenue Management Role in a luxury hotel environment
- General awareness of hospitality industry, travel habits and buying pattern of its Guests
- Highly organized with the ability to manage multiple priorities under time constraints and extremely detail oriented
- Excellent communication skills, both written and verbal is required
- Strong interpersonal skills and ability to effectively communicate with colleagues and managers at all levels
- Strong technical aptitude and strong computer literacy including programs such as MSOffice Excel. Knowledge of EYZield, online travel agent Extranets an asset
- Proven analytical approach to problem solving
- Proven ability to work efficiently in a demanding and fast paced environment
- Proven ability to work cohesively as part of a team in a multi cultural, diverse environment
- Proven ability to focus attention on guests needs, remaining calm and courteous at all times
- Strong work ethic, highly responsible, reliable and the ability to work extended hours as necessary is required

ACCOUNTING DEPARTMENT

INCOME AUDITOR (FULL-TIME)

Reporting to the Director of Finance, responsibilities and essential job functions include, but are not limited to, the following:

Summary of Responsibilities:

- Consistently offer professional, friendly and proactive guest service while supporting fellow colleagues
- Ensure that daily revenues and settlements balance
- Verify, monitor, and review all hotel revenue reports and night audit reports
- Ensure that the banquet department’s revenue postings are correct and follow up on errors and discrepancies
- Prepare and maintain accurately the Income Journal and Cash Receipts Journal
- Complete various management reports as required by accounting management depending on the needs of hotel operations
- Verify and/or reconcile all revenue centers as reported in the Income Journal daily
- Review and balance rebates, paid outs, miscellaneous charges and staff charges to the Property Management System
- Monitor rebates, allowances, house charges, and paid-out amounts to ensure that each account is properly authorized and has relevant explanations.
- Review Food and Beverage voids to verify authorization and adequate backup information
- Review the night audit’s balance of the food and beverage revenue against the food and beverage point of sale
- Review the balance of all miscellaneous revenues such as the laundry and telephone
- Reconcile the guest ledger, the accounts receivable, and the advance deposits
- Prepare, or ensure the accuracy of, the hotel’s Daily Revenue Report.
- Assist with month-end closing and subsequent analysis of balance sheet accounts as directed by the Assistant Controller
- Ensure that all service charges (Banquet, Room Service, etc..) paid are in line with net receipts on pay period basis
- Ensure that Audit trail is evident throughout all tasks
- Participate in monthly inventory counts
- Develop and maintain close and effective working relationships with all supporting departments
- Follow and ensure compliance with all corporate, hotel and departmental policies and procedures
- Participate in Hotel committees
- Perform any other job related duties and projects as assigned

Qualifications:

- Accounts Systems experience in a similar work capacity
- Proven ability to prioritise the workload to ensure that deadlines are met
- Proven ability to work with and understand financial information and data, and basic arithmetic functions
- Proven ability to work efficiently in a demanding and fast paced environment
- Proven ability to work cohesively as part of a team in a multi cultural, diverse environment
- Proven “eye for detail” whilst maintaining an objective approach to materiality
- Demonstrate an inquisitive nature prompting detailed investigation of variances and tenaciousness in establishing the cause and pursuing explanations
- Experience with Microsoft Excel and PMS is advantageous
- Strong work ethic, highly responsible, reliable and the ability to work extended hours including evenings, public holidays and weekends is required

DIRECTOR OF PURCHASING (FULL-TIME)

Summary of Responsibilities:

Reporting to the Director of Finance with a functional reporting relationship to the Director of Food and Beverage, responsibilities and essential job functions include, but are not limited to, the following:

- Consistently offer professional, friendly and proactive customer service while supporting fellow colleagues
- Manage the overall operations of the Purchasing and Storeroom Department to ensure all departments have adequate supplies to perform their duties in an efficient manner
- Ensure that the department works closely with the Executive Chef and the Director of Food and Beverage to purchase the highest quality product while constantly searching for the lowest price
- Assist management with obtaining competitive price quotations and confirm purchase availabilities
- Ensure all purchase orders processes are completed, documented in accordance with the Company’s purchasing