



THE *Fairmont*
HAMILTON PRINCESS
BERMUDA

and receiving procedures

- Coordinate and participate as required in all month-end or quarterly inventories to ensure that there are sufficient expendable operating supplies on hand for each department
- Assist the Accounts Payable Clerk in researching any discrepancies on invoices
- Establish and maintain par stocks on all inventoried items, conduct frequent quality control audits to ensure established procedures are being followed and take the appropriate remedial action
- Supervise the day to day activities of the Purchasing department and ensure all standards are followed
- Develop and maintain close and effective working relationships with all supporting departments
- Ensure that all storage areas are secure, clean and properly organized
- Participate in the recruitment and training of new Colleagues
- Monitor, lead, coach and manage all aspects of team members' performance
- Schedule and manage staff to support production and labour cost goals
- Follow and ensure compliance with all corporate, hotel and departmental policies and procedures
- Follow all safety policies
- Participate in hotel committees
- Perform other job related duties and projects as assigned

Qualifications:

- An undergraduate business or hospitality degree or professional certification in purchasing management is preferred
- A minimum least two years leadership experience in the purchasing field required
- Experience with Birchstreet is an asset
- Strong degree of computer literacy in MS Office Suite and is required
- Proven ability to work efficiently 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 customer needs, remaining calm and courteous at all times
- Excellent interpersonal and oral and written communication skills
- Strong organizational skills, problem solving abilities, and exceptional attention to details
- Highly responsible & reliable with exceptional attention to detail
- Ability to focus attention on guest needs, remaining calm and courteous at all times
- Energetic, enthusiastic, self-motivated and a charismatic team player
- Strong work ethic, highly responsible, reliable and the ability to work extended hours is required

INFORMATION TECHNOLOGY

INFORMATION TECHNOLOGY MANAGER (FULL-TIME)

Summary of Responsibilities:

Reporting to the Director of Finance, 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
- Supervise and maintain the hotel's day-to-day IT activity ensuring all standards are followed
- Comply with the company's IT Security Policy as it pertains to hardware, software, security/data safety
- Ensure compliance with established procedures, systems security, contingency plans, internal controls and standards
- Schedule routine, preventative maintenance and daily clerical functions regarding integrity of computer systems
- Support and maintain the hotel's stand alone systems
- Liaise with hardware and software vendors on a regular basis to remain current with technology changes
- Ensure critical systems, specifically Front Office Property Management System, Call Accounting and Food & Beverage point of sale computer systems, are available twenty-four (24) hours per day
- Demonstrate knowledge of cabling; computer networking equipment and operating systems, personal computer and server hardware; data communications equipment and protocols; and office administration applications
- Ensure effective support for other systems, including back-office, sales and catering and human resources applications
- Assist hotel guests with technical requirements and problems
- Act as the hotels liaison with both hardware and software suppliers, including coordination of maintenance agreements between hotel, suppliers and Corporate
- Assist individual departments in coordinating computer training and train users with varying degrees of computer knowledge
- Maintain accurate records of systems files; software and hardware problems and service requirements
- Perform routine daily clerical functions regarding integrity of computer systems
- Install software/hardware upgrades in compliance with the Company's policies & legal requirements
- Troubleshoot network issues as required
- Balance operational, administrative and Colleague computing needs and support
- Motivate, lead, coach and manage all aspects of team members' performance
- Develop and maintain close 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:

- Bachelor's Degree Information Technology or in a related discipline required
- Microsoft Certified Software Engineer strongly preferred
- Understanding of TCP/IP networks
- Knowledge of specific hospitality industry applications is an asset
- Proven ability to perform work in a safe, prudent and organized manner
- Proven ability to focus attention on customer needs, remaining calm and courteous at all times
- Demonstrated strong communication and interpersonal skills
- Strong project planning, problem solving abilities and analytical skills
- Proven ability to work cohesively as part of a team in a multi cultural, diverse environment
- Proven ability to work efficiently in a demanding and fast paced environment
- Strong work ethic, highly responsible, reliable and the ability to work extended hours including evenings, public holidays and weekends is required

HUMAN RESOURCES DEPARTMENT

DIRECTOR OF LEARNING (FULL-TIME)

Summary of Responsibilities:

Reporting to the Director, Human Resources, 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
- Assist Corporate Learning Coaches in coordinating and facilitating the delivery of all Fairmont Corporate training programs
- Develop, implement and monitor progress of the hotel's strategic training plan to further enable Fairmont to be regarded an employer of choice
- Actively initiate relationships and partnerships with industry associations, external training companies and academic bodies related to the hospitality industry
- Partner with external organizations who can support the hotel's learning strategy
- Partner with department heads and executive committee members to understand, articulate and communicate the commitment to outstanding service levels to all colleagues
- Ensure consistent delivery of Hotel, Leadership and Departmental orientation in accordance with hotel and company policies and procedures
- Assist department heads in identifying specific departmental training needs, and create, facilitate and deliver training programs for these needs, including development of Departmental Trainers as required
- In conjunction with department heads, develop and deliver clear, detailed service standards for each department
- Assist in promoting, coaching and supporting excellent Performance Management and Succession Planning practices that demonstrate consistency throughout the hotel and in compliance with Fairmont standards
- Assist the Executive Committee in developing action plans to address issues identified by Hotel's Colleague Engagement Survey results, Guest Service index trends etc
- Maintain ongoing effective employee communications through various channels including all colleague meetings, bulletin boards, contributions to FRHI Talk etc
- Prepare and maintain training component of annual Human Resource budget
- Maintain accurate records of training activities and participant information
- Actively participate in a variety of Human Resource and Leadership initiatives and events that positively impact the hotel and its colleagues while actively supporting the Sustainability Partnership and the Fairmont Mission, Vision and Values with the Service and Leadership Promises
- Maintain compliance with Fairmont Human Resource Core Standards, policies procedures and HR audit standards
- Participate in hotel committees
- Perform other job related duties and projects as assigned

Qualifications:

- Bachelor's Degree in Human Resources, Leadership Development, Training or related discipline is strongly preferred
- Minimum of three years experience in the learning field; two years of which must be in a leadership capacity
- Experience within a luxury hotel environment is preferred
- Proven experience to develop and to facilitate a variety of training sessions with diverse audiences across all position levels in the Hotel
- Must have excellent problem solving, communication (written and oral) and interpersonal skills
- Proven ability to focus attention on customer needs, remaining calm and courteous at all times
- Proven strong leadership skills and the ability to meet high levels of service excellence
- Proven ability to work cohesively as part of a team in a multi cultural, diverse environment
- Proven ability to work efficiently in a demanding and fast paced environment
- Energetic, enthusiastic, self-motivated and a charismatic team player
- Must be highly computer literate in MS Word, Excel, PowerPoint and HR software
- Strong work ethic, highly responsible, reliable and the ability to work extended hours is required

If you are interested in meeting the exciting challenges described above, please apply via our career portal at <http://www.fairmontcareers.com> before November 17, 2014.