



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.

**Director, Discover Bermuda**

Reporting to the Executive Director Conference Services and Discover Bermuda the successful candidate will be responsible for, but not limited to, the following:

Responsibilities include:

- Developing and maintaining Sales and Marketing Strategy in line with Global & Corporate Fairmont objectives
- Developing highly creative proposals, maximizing customer satisfaction
- Supervising and managing the department as a service oriented component to include site inspections, transportation, activities, theme parties, event décor and tours
- Hiring, training, coaching and developing leaders and employees
- Creating, modifying and delivering unique themed events using new innovative venues and partnerships, and expanding product line
- Developing business plans, sales and marketing materials including website design
- Creating profitable vendor contracts and relationships
- Contacting tentative/definite groups to assist with activity planning
- Participating in all site inspections
- Developing/costing proposals to clients and managing the event process through its successful completion
- Budgeting, forecasting and effectively managing departmental revenues
- Reviewing and approving charges from suppliers used for tour or other activities
- Providing a written review of monthly profit and loss reports
- Creating and seeking new ideas for activities
- Performing other related duties

Qualifications:

- Degree or diploma in Hotel/Restaurant Management or related discipline an asset
- Previous experience as Owner/Operator of a DMC Company or Director in a 4 Diamond Property Destination Services Department
- Experience in Hotel Sales & Marketing in a 4 Diamond Property an asset
- Proven ability leading a team to achieve and exceed departmental goals
- Proven record of team growth and development, interdepartmental teamwork and exceptional customer service
- Excellent interpersonal, communication skills (verbal and written; proficient English), presentation skills, multi tasking and problem solving skills
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and governmental regulations
- Ability to prepare multiple contracts in a timely manner
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information to diverse groups
- Proven ability to successfully create events and develop themes (including purchasing or sourcing of all equipment, props, vendor services and complete costing of all aspects of the event)
- Must provide samples of destination service documents to support experience such as client contracts and manifests and explain the Destination Service Process
- Computer literate with Delphi and proficient MS Office applications

**Assistant Controller**

Reporting to the Regional Director of Finance, the successful applicant will monitor and supervise the accounting function of the hotel, maintaining a system that will provide accurate and timely data. The Assistant Controller will be responsible for the supervision and development of the accounting staff.

Responsibilities Include:

- Assisting in the preparation of financial statements, annual budgets, and operating forecasts within strict deadlines
- Monitoring, supervising and preparing month-end balance sheet account reconciliation and analysis
- Managing the general ledger; ensuring timely completion of all month-end account reconciliations, account analysis and closing procedures
- Assisting in maintaining a system of internal controls, meeting all corporate policies and procedural requirements and ensuring all departments comply with policy
- Assisting departments in the interpretation, orientation, training and analysis of revenue, payroll and expense matters
- Assisting in the effective utilization and integration of hotel and accounting technology systems, including current and future software applications
- Verifying the accuracy of all audit transactions, ensuring accurate daily reporting of financial information
- Selecting, training, developing and managing team including conducting performance evaluations
- Functionally responsible for handling the activities of the Controller in his absence

Qualifications:

- Professional designation or acceptable university degree with an appropriate specialization in Accounting or enrolled in a recognized accounting program with progression to 4th or 5th level, or equivalent experience
- 3 years accounting experience in a senior role as a Controller of a small hotel or as an Assistant Controller of a large hotel
- Excellent analytical, problem solving, administrative, multi tasking and organization skills
- Excellent interpersonal and communication skills (verbal and written)
- Proven report writing and presentation skills
- Able to work efficiently, independently and cohesively, producing quality results within strict deadlines, in a multi cultural environment
- Proven leadership and coaching skills with a record of developing a highly motivated and cross-trained group of progressive accounting professionals
- Comprehensive knowledge of hotel operating systems and software, including ACCPAC, Hyperion, Microsoft Office, Lotus, LANmark, and Micros POS

**Night Manager**

Reporting to the Front Office Manager the successful candidate will assist with managing all aspects of the Front Office and overall resort operations during the overnight period.

Responsibilities Include:

- Providing managerial support for Switchboard and Front Desk
- Supporting daily operational duties for Royal Service, Fairmont Gold and Guest Services
- Performing related tasks with Housekeeping, Engineering, Security and Food & Beverage
- Supporting Finance Department as needed
- Representing resort leadership team to guests and colleagues
- Assisting guests regarding resort facilities, services, programmes, activities, special requests, concerns, charges etc.
- Assisting with recruiting, performance management, supervising, training and developing team
- Ensuring effective staff scheduling to maximize productivity
- Coordinating relevant departments to ensure effective arrivals process
- Ensuring daily work is completed i.e. supervising shift closings, processing accounting transactions etc.
- Communicating pertinent information efficiently with relevant departments and areas of operation
- Participate as key member of emergency response team and refer issues to appropriate executive(s)

Qualifications:

- Degree or Diploma in Hospitality Management an asset
- 3 years Front Desk experience, 1 of which in a supervisory role required
- Proven superior supervisory, leadership and training skills
- Superior professional demeanor and appearance
- Excellent customer service, communication (verbal and written, fluent in English), interpersonal and team skills
- Excellent organization, prioritization, multi tasking, problem solving skills and detail oriented
- Must have schedule flexibility to include weekends and public holidays
- Knowledge of Micros-Fidelio Property Management System an asset
- Proficient with MS Office suite required

**Assistant Front Office Manager**

Reporting to the Front Office Manager the successful candidates will assist with managing all aspects of the front office operations.

Responsibilities Include:

- Assisting with managing all aspects of the department's daily operations
- Providing managerial support for Reception, Royal Service, Fairmont Gold and Guest Services in the daily operational duties for these areas
- Supervising, training and developing team; assisting with recruiting, performance management
- Ensuring proper staffing and scheduling in accordance with productivity guidelines
- Coordinating relevant departments to ensure arrivals are efficiently managed
- Ensuring daily work is completed, supervising shift closings, processing various accounting transactions etc.
- Working in Night Audit as required
- Communicating through pre-shift logs, emails and departmental meetings all pertinent information for the respective shift and areas of operation
- Preparing and delivering training as required
- Assisting guests regarding hotel facilities, programmes, activities, special requests, charges, complaints
- Assuming the role of Front Office Manager as required

Qualifications:

- Degree or Diploma in Hospitality Management is an asset
- 3 years front desk experience, one (1) of which in a supervisory role required
- Basic first aid certification or willing to complete
- Proven superior supervisory, leadership and training skills
- Excellent customer service, communication (verbal and written, fluent in English), interpersonal, organization, prioritization, multi tasking and problem solving skills; detail oriented
- Knowledge of Micros-Fidelio Property Management System an asset
- Experience with a Hotel loyalty programme an asset
- Proficient with MS Office suite applications required

**Reservations Manager**

Reporting to the Director of Sales & 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 Sales & 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 Sales & 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

**IT Technical Analyst**

Reporting to the Area Systems Manager responsibilities and essential job functions include but are not limited to the following:

Responsibilities Include:

- Consistently offers professional, engaging and friendly service
- Providing superior operational stability for property based technology
- Providing superior service and support to property based on Service Level Agreement (SLA)
- Maintaining and promoting core technology standards and best practices in respect to property systems
- Providing team support for properties and offices as designated
- Assisting with implementation and maintenance of backup and emergency procedures to ensure integrity of programmes and data
- Providing 24/7 support for mission critical systems as documented in the service escalation document
- Liaising frequently with software and hardware vendors to remain current with technology changes and recommend improvements and/or enhancements
- Contributing to Technology Services knowledge base
- Providing after hours pager support as required
- Assuming additional responsibilities in the absence of the Area Services Manager
- Performing other related duties

Qualifications:

- Community College Diploma or equivalent
- A+ Certification
- Microsoft Certified Software Engineer
- Understanding of TCP/IP networks
- Working knowledge of hotel applications an asset
- Excellent communication skills (verbal and written)
- Excellent interpersonal, team skills
- Proven ability to work on own initiative
- Excellent organization, prioritization, analytical, problem solving and multi tasking
- Must have a strong grasp of computer security (e.g. firewalls and intrusion detection systems)

**Spa Director**

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

Responsibilities Include:

- Managing the selection, training and development of the Spa team; includes performance management
- Preparing the annual budgets including capital expenditures and administering in a fiscally responsible manner
- Developing and maintaining an effective strategy for successfully operating all aspects of the Spa, including a marketing and public relations programme, business development, retail sales and training programmes
- Cultivating and maintaining an effective client service programme
- Developing and implementing a proper maintenance programme for equipment and facilities
- Developing and maintaining effective inventory controls
- Creating and enhancing in-house promotions and activities
- Meeting with group business planners, organizing Spa tours, and facilitating presentations as required
- Developing and maintaining cohesive relationships with internal and external stakeholders