



ROSEWOOD TUCKER'S POINT

BERMUDA

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.

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.

POOL SUPERVISOR - We are seeking an experienced Supervisor to join our Pool Team. Reporting to the Department Manager, the Supervisor will ensure that service standards are maintained and that Hotel Pools are in immaculate condition. Applicants should have at least one year of supervisory experience. Preference will be given to candidates with previous recreation supervisory experience. Candidates must be extremely tolerant of working in heat and sun and be prepared to work a schedule that will include weekends and public holidays.

OPPORTUNITIES IN FINANCE

The Finance department at Rosewood Tucker's Point Resort is responsible for the financial management and all accounting functions of the resort, which includes a deluxe full service hotel, a world class Spa, two Private Residence Clubs and five Home Owners Associations. The Finance department also supports Tucker's Point Beach, Golf, & Tennis Club. We are looking for two accounting professionals to join our finance team.

Chief Accountant – The successful candidate will be responsible for the maintenance of the hotel and club's general ledgers. This includes producing monthly financial statements and supporting reports. Working closely with the accounts payable, income audit and credit functions of the finance department, the Chief Accountant will coordinate all general ledger entries necessary to produce timely and accurate financial statements. This position will report directly to the Assistant Director of Finance. Responsibilities shall include but are not limited to:

- Executes accounting functions specifically related to the general ledgers, including account reconciliations and discrepancy resolution.
- Review and post all monthly general ledger entries.
- Preparing financial operating statements and reports in accordance with company policy in a timely and accurate manner.
- Monitoring resort internal controls and implementing operating procedures and controls for the resort.
- Reconciliation of bank accounts and related accounts.
- Maintenance of fixed assets ledgers and capital budgets.
- Assist with the preparation of annual budgets and periodic forecasts.

Applicants should have a degree in Business Administration, Accounting or Finance with a minimum of three years progressive accounting experience. Experience in a hotel environment is a plus but not a requirement. The successful candidate will have effective management and communication skills and previous experience maintaining general ledger accounts. Proficiency with Microsoft Office applications and Excel in particular is a must.

Credit Manager - This position is responsible for managing the credit and collection functions of both the hotel and club. The successful candidate will have good communication and customer service skills since this function includes interacting with the hotel's sales and marketing and front office staff as well as the Club's membership coordinator. In addition, this position interacts with guests, travel professionals and Club members. Resolving billing and credit issues are a major part of this job. Reporting to the Director of Finance, this position has one direct report. Key responsibilities include:

- Responsible for all credit and collection matters, credit card payments and charge backs, billing and inquiries by guests and business partners.
- Collections of all group deposits and ensure all group billings are accurate and according to the contracts.

- Granting credit and setting up master accounts.
- Timely posting of all receipts as well as reconciliation of all accounts receivable accounts.
- Supervising the credit and collection of all Club accounts, including semi-annual billing of dues and monthly distribution of member's statements.
- Production of accounts receivable reports and organizing periodic credit meetings.
- Attending meetings with front office and convention services staff regarding events and groups, as well as providing credit training for new associates.

Applicants with previous experience in hotels and/or credit and collections will have preference for this position. The successful candidate will have excellent communication skills and a desire to provide the best possible service to our guests, associates and business partners. Computer literacy is a must, while knowledge of Hotel Property Management systems (Opera), Club management systems (Jonas) are a plus, as well as experience with Microsoft office applications.

**Interested persons should complete an application online at our website
www.rosewoodtuckerspoint.com under the careers section.**

Closing Date for applications is: March 4, 2015

"Rosewood Tuckers Point is an Equal Opportunity Employer, offers a competitive compensation package, a rewarding work environment and challenging career"