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For over 125 years, Hamilton Princess & Beach Club has played a major role in Bermuda's hospitality industry. Now fully renovated, and with a culture of delivering quality and high standards of service in the past, the Hotel prepares to embrace the future as the premier luxury travel destination in Bermuda.

We are accepting applications for the following positions. Applicants must be aware that irregular hours, including split shifts, and public holiday work may be required.

At Hamilton Princess & Beach Club, our approach to Human Resources begins with selecting the best candidates to join our global team of service professionals committed to turning moments into memories for our guests. Individuals will be expected to consistently offer exceptional, engaging and proactive guest service demonstrating Fairmont core values in all interactions.

If you have the ability to demonstrate your commitment to high levels of service excellence and enjoy working in a demanding, fast-paced, multi-culturally diverse environment...then we have exciting career opportunities for you!

Applicants should be aware that the hospitality business operates seven days a week, 24 hours a day. The ability to work split shifts, extended hours, including evenings, weekends and public holidays is required. Candidates should refer to the full job description for each position as listed on our application portal, [Fairmontcareers.com](http://Fairmontcareers.com).

**TECHNOLOGY**

**ASSISTANT TECHNICAL EVENTS MANAGER**

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

- Manage the day to day operation including conducting pre-event assessment of equipment, rigging, operating and de-rigging of all audio visual equipment
- Complete regular quality assurance inspections, resolve issues and notify the Technical Events Manager accordingly
- Assist with the review and management of all external service providers and/or freelancers involved in audio visual and stage production
- Work closely with internal departments to ensure that events requiring AV support run smoothly and exceeds client needs
- Resolve guest concerns in a prompt and efficient manner, liaise with the Technical Events Manager and other department leaders and ensure appropriate documentation is completed as required
- Apply best practice by keeping your skills updated, ensuring awareness of new developments in the audio visual events sector and recommending implementation to improve service to our clients

Qualifications:

- Minimum 1 year experience in hotel conference, banquet and meeting room audio visual experience is required
- Relevant certifications or bachelor's degree is strongly preferred
- Working knowledge of core audio visual components to include audio, video, data, lighting and 3 phase power
- Demonstrated knowledge of rigging, operation and de-rigging of audio, video, lighting and data equipment in accordance with general health and safety regulations and procedures
- Demonstrated experience using audio visual equipment including analogue and digital mixing desks, audio recording, set-up and operation of P.A Systems, live band mixing and EQ, conference phones, intelligent and generic lighting rig and programming, power management, projection including varied screen solutions, conversant with multi display soft (Watchout or Spyder) would be a distinct advantage
- Proven ability to meet high levels of service excellence using your strong interpersonal, communication (verbal and written) skills
- Proven ability to focus attention on guest needs, remaining calm and courteous at all times while multi-tasking in a demanding and fast paced environment
- Good knowledge of general IT connectivity and LAN networks and current software packages is required
- Competency in Windows OS and MS Office with experience in Mac OS and related programs is an asset
- Demonstrated strong technical and general administration skills
- Strong work ethic, highly responsible, reliable and the ability to work extended hours including evenings, weekends, public holidays and on an on-call basis is required

**SALES AND MARKETING**

**SENIOR SALES MANAGER – GROUP AND BUSINESS TRAVEL**

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

- Exceed sales goals in the following categories: personal sales calls; site inspections; room night bookings; group room rate; team Accelerate Goals
- Conduct competitor market SWOT analysis; develop and implement a plan to increase Hotel market share
- Develop and maintain account relationships to ensure long term business partnerships
- Actively target and solicit new business within the assigned territory and follow up on leads in a timely and professional manner
- Fully qualify each piece of business to understand the full potential of the booking and liaise and effectively communicate with all relevant departments to ensure that all group expectations are understood and exceeded
- Assist in the development and implementation of a rewards campaign for frequent business travelers
- Keep abreast of industry trends via all modalities (tradeshows, publications, industry electronic research tools)
- Assist in annual budget preparation, monthly forecasting as required; manage annual travel and entertainment budget to achieve maximum results without exceeding budget parameters

Qualifications

- A Degree in Business Management, Sales and/or equivalent experience is preferred
- At least 5 years' hotel leisure sales management experience in a luxury Hotel environment is required
- At least 1 year of international experience in a luxury hotel environment is preferred
- Strong Sales background with proven negotiation and business development skills, combined with an ability to close new business and manage complex relationships are essential
- Demonstrated strong leadership skills and the ability to meet high levels of service excellence
- Proven ability to work effectively in a demanding and fast paced environment

**DIRECTOR OF REVENUE MANAGEMENT**

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

- Motivate, lead, coach and manage all aspects of team members' performance towards achieving exceptional guest service and employee satisfaction results
- Maximizes room revenue contribution through a thorough understanding of all booking channels and management of inventory and rate therein
- Conduct competitor set SWOT analysis to develop effective selling and pricing strategies
- Operationalizes hotel and corporate pricing strategies through definition and management of rate levels, hurdle points and other means to maximize RevPar
- Effectively communicates and encourages strategic selection of the right piece of business, in keeping with Fairmont guidelines
- Ensures the hotels descriptions and set up in all distribution systems are correct and reflect the hotel's selling strategy in all booking channels
- Own Revenue Management System (IDeaS V5) and responsible for configuration, forecast validation and daily interaction with system and decision produced

- Completes all rooms forecasting to accurately project demand and pick up
- Ensures operational accuracy of CRS, GDS, PM, MFR, and OPERA systems and maintain all Rooms market and sales data
- Coordinates updates/stay restrictions or rate changes to reflect the hotel's selling strategy in response to the market demand
- Participates in the annual budgeting process with Director of Sales & Marketing

Qualifications:

- Minimum of 2 years' experience as a Director of Revenue Management. Additional experience in sales, front desk, and reservations is required
- At least 1 years' international experience in a luxury hotel environment is strongly preferred
- Ability to demonstrate strategic thinking, long-range planning and strong analytical skills are required
- Strong communication skills with a demonstrated ability to represent ideas succinctly and convincingly
- Superior organization skills and strong interpersonal and team building skills are required
- In depth knowledge in the use of automated systems including but not limited to PMS, CRS, Channel Management Tools as well as Microsoft Office is required. Previous experience with IDeaS is preferred

**SPA**

**SPA DIRECTOR**

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

- Direct and lead the day to day Spa operation ensuring all standards are followed
- Create and lead the implementation of an annual marketing plan
- Monitor daily sales activities to ensure that all transactions are completed accurately
- Prepare annual budgets for the Spa; ensuring productivity and expense controls are followed to maximize revenue opportunities
- Maximize gross margins of the business through optimal scheduling, staffing plans and capacity utilization
- Accountable for building retention goals and increasing frequency of visits
- Manage department to achieve or exceed desired unit metric goals
- Resolve guest concerns in a prompt and efficient manner, follow correct documentation procedures and, as relevant, ensure managers and other departments are notified in a timely manner
- Maintain a working knowledge of all Exhale classes, services, and products
- Ensure spa treatment quality controls, including service, cleanliness, and product usage
- Assist in the recruitment, development and training of all leaders and support staff

Qualifications:

- Three to five years' spa, hotel and/or club management experience in a large organization is required; experience in a luxury hotel environment is an asset
- An undergraduate degree in a related discipline, personal training certification, cosmetology and/or massage license is preferred
- Proven leadership, team management, training and coaching skills with evidence of developing exceptionally motivated teams
- Demonstrated effective interpersonal, written and oral communication skills are required
- Proven ability to work efficiently in a demanding and fast paced environment with attention to detail is required
- Proven ability to work cohesively as part of a team in a multi cultural, diverse environment
- Must be highly computer literate in MS Office programs and Windows based products

**SPA THERAPIST**

Reporting to the Lead Spa Therapist, responsibilities and essential job functions include, but are not limited to, the following:

- Provide an exceptional guest service experience by performing massage and body treatments in minimum modalities of Swedish, Aromatherapy, Deep Tissue, Hot Stone, Body Scrub and Body Wrap in a professional and engaging manner
- Perform skin care treatments utilizing facial machinery
- Perform depilatory waxing services
- Perform nail services including natural nail spa manicure, spa pedicure and gel nail services
- Maintain a clean, hygienic and neat work environment at all times, ensuring all equipment is in safe working condition
- Generate sales by recommending and/or up-selling products and services
- 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

Qualifications:

- Esthetician/Cosmetology license and/or a diploma in Beauty or Spa Therapy is required
- At least 2 years' experience in massage and spa therapies in a luxury hotel environment 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

**MESSAGE THERAPIST (FULL-TIME SEASONAL)**

Reporting to the Lead Therapist, responsibilities and essential job functions include, but are not limited to, the following:

- Provide an exceptional guest experience by performing massage and body treatments in minimum modalities of Swedish, Aromatherapy, Deep Tissue, Hot Stone, Body Scrub, Body Wrap, Deep Tissue, Sports, Prenatal and Reflexology in a professional and engaging manner
- Perform spa body scrubs and wraps
- Maintain a clean, hygienic and neat work environment at all times, ensuring all equipment is in safe working condition
- Generate sales by recommending and/or up-selling products and services

Qualifications:

- At least 2 years' experience in massage therapies in a luxury hotel environment is strongly preferred
- Diploma in Remedial Massage, Sports Massage or a degree in Physiotherapy is strongly preferred
- Demonstrated strong interpersonal and communication skills



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