



The Hamilton Princess & Beach Club is a symbol of luxury and service. The Hotel embraces the future as the premier luxury travel destination in Bermuda.



HAMILTON PRINCESS

BERMUDA
HOTEL • BEACH CLUB • MARINA

BERMUDA’S LUXURY URBAN RESORT

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 7 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.

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 extended hours including evenings, weekends, public holidays and on an on-call basis is required

SPA

SPA OPERATIONS SUPERVISOR

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

- Consistently offer professional, engaging and proactive guest service while supporting fellow Colleagues
- Demonstrate Fairmont core values in all interactions
- Ensure an exceptional guest experience by managing the guest experience team and spa attendants
- Assist in the administration and implementation of staff training in all aspects of the Spa's operations
- Ensure Spa's ability to maximize revenue by managing day-to-day spa bookings, ensuring availability is optimized and guest requests are fulfilled to expectation
- Schedule and manage therapist daily schedule to effectively control payroll
- Ensure guest concerns are resolved in a prompt and efficient manner, following correct documentation procedures and ensuring managers and relevant departments are notified in a timely manner
- Act as Manager on duty in the absence of Assistant Spa Manager
- Work with the Spa Director to formulate plans for projects and other areas
- Prepare and presenting monthly budget reports and assisting in the preparation of annual operational budget
- Perform other function related duties and projects as assigned

Qualifications:

- 3 years' relevant experience in a Spa or Salon in a luxury hotel environment is required
- Spa or Cosmetology diploma/certificate is strongly preferred
- Proven leadership, fiscal management, administrative and retail experience 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
- Must be computer literate with Windows-based products
- The ability to understand financial information and data, and perform basic arithmetic functions

- Strong work ethic, highly responsible, reliable and the ability to work extended hours including evenings, public holidays and weekends is required

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

LEAD SPA THERAPIST

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

- Consistently offer professional, engaging and proactive guest service while supporting fellow Colleagues
- Demonstrate Fairmont core values in all interactions
- Provide an exceptional guest experience by teaching consistently high quality Barre classes of all levels
- Assess guest level, abilities and injuries to address specific needs within class, offering one-on-one assistance within class as required
- Generate sales by recommending and/or up-selling products and services
- Achieve class participation levels as set by Spa Director
- Assist in classroom and substitute teach as required
- Resolve guest concerns in a prompt and efficient manner and ensure managers and relevant departments are notified in a timely manner
- Follow and ensure compliance with all corporate, hotel, departmental and safety policies and procedures

Qualifications:

- A diploma/degree in Cosmetology, Beauty Therapy and/or Esthetician license is required
- At least 3 years' supervisory and training experience in massage and spa therapies in a luxury hotel environment is strongly preferred
- Current First Aid and CPR certification is strongly preferred
- Energetic with excellent interpersonal and communication skills
- Excellent organizational skills with ability to prioritize and multi-task

BARRE TEACHER (PART-TIME)

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

- Provide an exceptional guest experience by teaching consistently high quality Barre classes of all levels
- Assess guest level, abilities and injuries to address specific needs within class, offering one-on-one assistance within class as required
- Generate sales by recommending and/or up-selling products and services
- Achieve class participation levels as set by Spa Director
- Assist in classroom and substitute teach as required

Qualifications:

- At least 2 years' professional experience in exercise and/or dance instruction in a luxury hotel environment is preferred
- An undergraduate degree in exercise physiology or a relevant area is strongly preferred
- Demonstrated strong interpersonal and communication skills

ENGINEERING

BUILDING OPERATOR

Summary of Responsibilities:

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

- Consistently offer professional, engaging and proactive guest service while supporting fellow Colleagues to ensure an exceptional guest experience
- Ensure all physical operations including refrigeration, HVAC, plumbing, water treatment, and electrical systems are clean and maintained
- Plan, implement and monitor an effective Preventative Maintenance Programme
- Develop and manage an effective inventory control process
- Implement, monitor and maintain a cost effective energy management programme and monitor the Hotel's Energy Management system (EMS)
- Establish and maintain quantitative standards of performance and utilize performance management principles to maximize employee productivity
- Ensure prompt response to maintenance requests from our guests, colleagues and management of the Hotel

Qualifications:

- At least 4 years previous experience in a similar position within a luxury hotel is required
- A 4th Class Power Engineering is required
- A Degree/diploma in Engineering or trade certification on Building Management is an asset
- Ability to read, understand and interpret Engineering and Building Blueprints
- Demonstrated knowledge of all regulations such as building codes, fire and health department requirements
- Proven leadership, team development and management skills

- Proven record of sound technical judgment and effective management of complex projects

BUILDING OPERATOR/EQUIPMENT MECHANIC

Summary of Responsibilities:

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

- Consistently offer professional, engaging and proactive guest service while supporting fellow Colleagues
- Demonstrate Fairmont core values in all interactions
- Plan, implement and monitor an effective Preventative Maintenance Programme of commercial refrigeration, cooking and ware washing and laundry equipment
- Ensure all physical operations including refrigeration, heating, ventilation and air conditioning, plumbing, water treatment, and electric systems are clean and maintained
- Observe and test the operation of machinery or equipment to diagnose malfunctions
- Dismantle and reassemble equipment after completion of inspections, testing, or repairs
- Develop and manage an effective inventory control process
- Ensure that collaborative working relationships are established and maintained with relevant vendors
- Assist with the preparation, successful implementation and execution of the annual maintenance budget, capital plan and strategic projects
- Ensure the hotel complies with all Government regulations pertaining to building code requirements, health, fire and life safety programmes
- Ensure prompt and/or immediate response to maintenance requests from our guests, colleagues and management of the Hotel
- Actively participate in the hotel's energy management, occupational health & safety and environmental programmes
- Other maintenance and repair duties as assigned

Qualifications:

- At least 4 years previous experience in a mechanical repair position is required; experience in a luxury hotel or large scale environment is preferred
- Demonstrated strong mechanical aptitude is required, a Degree/ diploma in Engineering, Building Management , Mechanics or appliance trade certification is strongly preferred
- A 4th Class Power Engineering is strongly preferred
- Demonstrated knowledge and experience repairing all commercial kitchen equipment (i.e. refrigerators/freezers walk-in and reach-in, hoods, dish machines, gas and electric stoves, ranges, convection ovens, hot cabinets, steam tables, and milk coolers).
- Demonstrated knowledge and experience repairing and maintaining laundry equipment (i.e. washers, driers, extractors, condensers, pumps, blowers and presses).
- Proven experience in troubleshooting, maintaining and repairing commercial grade large-scale appliances is required
- Proven record of sound technical judgment and effectively managing complex equipment or projects
- Ability to read, understand and interpret Engineering and Building Blueprints is required
- Superior organizational, project management, analytical and problem solving skills is required
- Demonstrated knowledge of all regulations such as building codes, fire and health department requirements
- Demonstrated excellent written and verbal communication skills
- Demonstrated commitment to continuous improvement and awareness of cutting edge commercial grade equipment and related technologies
- Working knowledge of MS Office programmes and general computing literacy is required

ELECTRICIAN

Summary of Responsibilities:

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

- Consistently offer professional, engaging and proactive guest service while supporting fellow Colleagues to ensure an exceptional guest experience
- Conduct regular inspections of electrical systems and surrounding areas and perform maintenance and cleanup as required
- Ensure safety measures are carried out as per hotel and regulatory standards
- Manage daily operation of the electrical power supply and conduct maintenance as required
- Ensure electrical issues are documented and resolved promptly according to equipment standard requirements

Qualifications:

- Must have a minimum 5 years' experience as a Journeyman Electrician in service and maintenance of electrical equipment in a large Hotel or Building.
- Should possess a solid background in commercial plan/field electrical maintenance building systems such as troubleshooting and service for HVAC, Chillers, Transformers, Electrical equipment for 120/240 and 480V with an electrical TQ or Electrical Trade equivalent
- Knowledge of Energy Management Systems, blueprints, process controls, VSD drives, integrate controls, and Bermuda Building codes would be advantageous
- Proven experience in managing multi-million dollar large-scale infrastructure projects is required
- Ability to read, understand and interpret Engineering and Building blueprints is required

FOOD & BEVERAGE

OUTLET MANAGER

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

- Oversee all aspects outlet operations to ensure an exceptional guest experience
- Motivate, lead, coach and manage all aspects of team members' performance towards achieving exceptional guest service and employee engagement results
- Facilitate Food and Beverage training and follow-up training programs to address any additional needs as required
- Assist with the development of menus, wine list, specifications and standards for all restaurant operations as required
- Assist in the development and implementation of innovative

Apply online at
www.fairmontcareers.com

THEHAMILTONPRINCESS.COM

76 PITTS BAY ROAD, HAMILTON HM08 BERMUDA

