

# BERMUDA

## TOURISM AUTHORITY

The Bermuda Tourism Authority (“BTA”) is the official destination marketing organization of Bermuda. We are a dynamic, independent and entrepreneurial tourism enterprise dedicated to driving Bermuda's evolution as a world-class tourism destination. **The Bermuda Visitor Services Centre Ltd. (“BVSC”) is a wholly owned subsidiary of the BTA.**

The BVSC is looking for an **Operations Manager**.

With responsibilities based in **Bermuda** the Operations Manager will report directly to the VP of Operations (BTA) maintaining the Visitor Service Centre’s (VSC) operational model of excellence, across multiple locations, for the consistent delivery of quality customer services through staffing, customer service, and sales and visual standards; Manage a comprehensively trained, knowledgeable and engaged BVSC team to success in meeting visitor satisfaction and financial targets; Leading by example, ensuring the team maintains VSC standards.

### **Duties and responsibilities are varied and not limited to:**

- Overseeing the day-to-day operations of multiple Visitor Services Centre’s (Dockyard, Hamilton & St. George’s)
- Training staff on all VSC systems and operations as required
- Working on the frontline alongside the team during opening hours
- Staff and seasonal contractor hiring, retention, scheduling and supervision (full/part- time; seasonal contractors)
- Team onboarding and training
- Attending tourism related meeting and events as required
- Increasing awareness about BVSC initiatives, programmes, offerings, events and activities to visitors, on-island partners, and the local community.
- Directing and motivating team to reach service delivery goals and performance targets
- Managing customer service activities, including internal/external complaint resolutions
- Monthly reporting, analysis and recommendations for continuous improvement
- Budgeting and merchandise stock control, including planning and promotion
- Facility maintenance and vendor management for same
- Daily ad hoc operational responsibilities

### **The successful candidate must possess:**

- Minimum 5 years’ experience in managing a sales team within a multi-unit customer service organization, preferably within a retail-based environment
- General Management experience, including strategic development and planning, budgeting, business analysis, finance, human resources and operations
- High level of business acumen with a broad understanding of fundamental business principles
- Must be action oriented and possess strong work-ethic, able to act and react and necessary, and unhindered by resistance to leadership behavior
- Strong leadership capability, organization skills, interpersonal skills & attention to detail
- Ability to balance the delivery of programs against the realities of a budget
- Strong problem solving and project management skills
- Strong communications skills – both written and oral
- Fully proficient with Microsoft Office suite, especially Excel
- Looking to make a difference because they sincerely care about the success of the hospitality and tourism industry and the people who work within it!
- A Certified Tourism Ambassador (CTA) designation is preferred
- The candidate must also have a valid driver’s license and their own transportation

We invite you to submit your application online via our Employment Opportunities page at <https://www.gotobermuda.com/bta/employment-opportunities>

Applications for this position must be received no later than **July 22<sup>nd</sup>, 2022**.