

M.E.F. Ltd.

operating at: Tucker's Point Club and Hotel
(Rosewood Bermuda)

Director of Beach & Beach Pool Operations

We are seeking a Director of Beach & Beach Pool Operations to oversee the overall operations of the Beach facility at Rosewood Bermuda. The Director will also oversee the Senior Beach Manager and implement a formal program of Beach and Pool Management to meet five-star standards and ensure guest and member satisfaction.

Key duties & responsibilities include, but not limited to –

- Administration - Budgeting and identifying staffing requirements based on occupancy and business levels, scheduling, associate training and reporting maintenance issues accordingly
- Creating a unique and luxurious pool and beach service experience and making recommendations for changes with a sense of place.
- Oversees the preparation and update of individual departmental operations manuals
- Maintaining positive and effective communications between associates and Resort guests/members
- Handles all guest and internal customer concerns and inquiries in a courteous and efficient manner, following through to make sure problems are resolved satisfactorily.
- Ensuring evaluations and performance appraisals to maintain excellence and brand standards within the beach department
- Ensuring all safety rules, policies and procedures and brand standards are met
- Liaising with other departments and colleagues, including Facilities and Food & Beverage

Skills & Qualifications required

- Minimum of 5 years' experience in a leadership role
- Hotel Management degree, Business degree or equivalent management certification
- Must be proactive, organised, driven and knowledgeable to manage 5-star Beach & Pool operation
- Track record in leading hotel company with good business and standards
- First Aid/CPR certification is a necessity and Lifeguard certification is desirable
- Ability to enforce regulations in a courteous and polite manner and maintain a positive attitude
- Strong communication skills, written and oral
- Excellent time and management skills, ensuring effective delivery of multiple tasks
- Flexibility and diplomacy. Hours can be long.
- Must be able to work under stressful situations, make decisions to ensure the safety of the beach and respond quickly and accurately
- Must pass a background check

Due to the nature of the industry, candidates must be willing and able to work flexible hours, including shifts, weekends and public holidays in very busy environments. Must maintain a neat, clean and well-groomed appearance and an enthusiastic and pro-active attitude are an asset. Honesty and reliability are key characteristics. Salary will be commensurate with experience and ability.

Bermudians, Spouses of Bermudians and P.R.C. holders will be given first preference.

Please apply in writing with full resume including current contact details and two written job references to:

**The Human Resource Manager
MEF Ltd. (ref: Director of Beach & Pool)
P. O. Box HM 994, Hamilton HM DX
or email: hr@mef.bm**

All applications will be dealt with in the strictest confidence.

Closing Date: January 26, 2023