Η **“FILOS-*Xenia”* Hospitality Services** αναζητά για 4\* ξενοδοχειακό συγκρότημα στον Πλατανίτη, Μαρώνειας, στην Κομοτηνή, να καλύψει την ακόλουθη θέση:

**OPERATIONS COORDINATOR**

(code: OPCR)

**THE ROLE**

The Operations Coordinator is responsible for overseeing the day-to-day running of all hotel functions as well as in creating and executing strategies that will drive the hotel to exceed guest satisfaction, cleanliness standards and revenues. In specific, the role requires to:

* Work collaboratively with all supervisors to continually enhance and advance the hotel’s goals and operations
* Ensure the operations staff, supervisors and management are properly trained to standards and able to carry out the operations of each function of their department
* Review and respond to daily operational demands as needed
* Participate in conducting regular inspections and ensure physical facilities are kept in optimal condition
* Maintain complete knowledge of: all hotel features and services, all room types and rates, special promotions, daily arrivals / departures / room availability, scheduled in-house group activities, as well as special requests/arrangements
* Follow-up with the Maintenance, Housekeeping team & IT executive to ensure that all equipment within the guest rooms and all operational departments within the hotel are functioning properly and are a part of an effective preventative maintenance program
* Monitor closely departmental costs, highlight and look into any variances from budget
* Ensure that employees comply with the employee standards and the hotel’s code of conduct and that the guests receive excellent customer service at all levels
* Experience in managing, hiring and changing staff quickly when not meeting company standards
* Strong previous experience in controlling summer season staff in all aspects – work hours, productivity, cooperation, timeliness, uniforms, following procedures
* Assistance in renovation process, decision making, overseeing employee productivity during set up
* Strong organizational and powerful leadership skills
* Ability to successfully fill empty rooms at the best possible price, opening and closing of availability, channel management
* Ability to organize and train staff in all departments
* Strong negotiating skills with agents, partners, vendors and customers
* Ability to follow up and successfully collect payments and uphold payment agreements
* Weekly reporting of productivity, performance, maximizing profit and minimizing waste
* Knowledge and experience in leading housekeeping and maintenance to maintain superior standards in the entire property, internal and external areas

**CANDIDATE PROFILE**

* Excellent command of the Greek and English language
* Knowledge of a third language (i.e. German, French, Italian, Russian, Spanish, etc.) will be valued accordingly
* Degree in Hospitality/Tourism
* MBA or Master’s Degree in a related field will be considered an asset
* Very good knowledge of MS Office and of at least one PMS software (ie. Protel, Fidelio, etc.)
* Minimum 3-5 years’ hotel/resort experience in higher-management positions
* Strong knowledge of the operations of Sales and Marketing, Rooms Division, and Food and Beverage departments
* Hands-on approach, positive attitude, strong leadership and team-building skills
* Cost-conscious and able to maximize revenue and sales in all divisions
* Excellent communication skills and with a strong customer-focused approach
* Superior computer skills [Excel, Word, Power Point, social media, emails, internet]
* Good knowledge and navigation of internet booking engines [Expedia, Booking.com, etc.]

**THE COMPANY OFFERS**

* Competitive remuneration package
* 10/12-month occupation
* Training and career development
* Dynamic and highly professional environment
* Accommodation (if not a local resident) & meals (while the hotel is operating).

Those interested, please send **updated CV with recent photo** to the following email:

***C.V.s which do not fulfill the above requirements / qualifications or are sent without a photo will not be evaluated. Only those who will be selected for an interview will be contacted, in due time.***