

Mexico Jobs Expertini®

Cluster GM - Tulum

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Company: Selina

Location: Tulum

Category: other-general

Description

Who we are Our Mission is to inspire authentic and meaningful connections. Selina was born out of a desire to celebrate the nomadic lifestyle: to experience our planet's most beautiful places, to build community, to engage with locals and fellow travellers, to work and enjoy new adventures.

What the role is

The Operation Manager is responsible to check all the operations under their management to offer the best experience and quality for the nomads

What you will be doing:

Housekeeping responsibilities

Managing housekeeping team

Quality control of housekeeping, in particular to ensure rooms meet standards before check-in

Overseeing housekeeping in common areas

Training and induction of new housekeeping staff

Ordering housekeeping supplies

Managing inventory in housekeeping supply rooms

Budget management for housekeeping

Maintenance and facilities responsibilities

Managing full time maintenance workers

Responsible for monitoring ongoing maintenance of rooms and common areas, and ensuring quality of work

Responsible for receiving reports of maintenance issues from staff, and responsible for prioritizing repairs

Pre-emptive maintenance around the hostel - spotting issues before they arise and resolving

Prioritizing day-to-day maintenance alongside large maintenance and improvement projects

Overseeing renovations of rooms and common areas

Research and purchasing of maintenance supplies and equipment

Budget management for maintenance

Tours & Travel Responsibilities

Responsible for ensuring all reception staff is trained on all Tours & Travel products

Ensure housekeeping is replacing/maintaining all advertisement visible and arranged in all rooms

Ensure housekeeping maintains all Tours & Travel areas in location (Retail Shop, Wellness Deck, Surf Ranch) are clean and in optimal conditions.

Responsible for the effective selling of Tours & Travel products on all reception staff during check-in

Responsible for the property security

CCTV are operating and covering the property

security guards on daily basis

security for special events

overseeing the reception and customer service

Responsible of the communication between all departments in the hostel

Central point of communication between all operational departments in the hostels

Sourcing, managing, and obtaining contractors such as elevator maintenance, fire systems, air conditioning, etc.

As a visible manager around the hotel, dealing with guest inquiries, comments, and complaints.

Responsible of the communication between the commercial area to selina

Requests from and to the businesses

Monitoring their agreement

Stand in of the location manager in case of absent

Standing in for General Manager when absent

Responsible for day-to-day issues in all departments

What you need for the role

Previous experience with community engagement

Education lover

Experience producing or coordinating events

Excellent communication skills

Creative

Cultural sensitivity skills

English language skills

Ability to work under pressure

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