



<https://eternalhotelsllc.com/careers/corporate-director-of-hotel-operations-eternal-hotels/>

Corporate Director of Hotel Operations – Eternal Hotels

Description

Job description:

Corporate Director of Hotel Operations

Eternal Hotels® | Pasco, WA | Onsite

Reports to: President & COO

About Eternal Hotels

Eternal Hotels® is a hotel ownership and management company operating franchised properties under Marriott, Hilton, IHG, Choice Hotels, Best Western, and Sonesta brands across Washington, Oregon, and Arizona. Our portfolio spans select-service and economy hotels across multiple states, with continued growth through acquisition and new development. As we scale, we are building the corporate infrastructure to match — and this role is central to that effort.

The Opportunity

This is a newly created corporate-level position designed to serve as the operational right hand to the President & COO. While our Regional Directors of Operations are in the field — visiting properties, coaching General Managers, and driving day-to-day performance — this role works from the inside. The Corporate Director of Hotel Operations translates the COO's priorities into executable projects, tracks operational performance across the portfolio, and ensures that company-wide initiatives actually land at the property level.

It is a corporate operations role for someone who is highly organized, analytically sharp, and experienced enough in multi-brand hotel operations to know what good looks like — and to build the tools, trackers, and processes that help the rest of the organization get there. The right candidate has run hotel operations themselves, understands the franchise brand landscape across major flags, and is ready to bring that experience to bear at the corporate level.

Responsibilities

What You'll Do

Support the COO on strategic initiatives. Serve as the primary executor of operational projects and initiatives coming from the President & COO — translating priorities into project plans, tracking progress across workstreams, and ensuring follow-through across the organization.

Own operational reporting and performance tracking. Build and maintain the portfolio-wide reporting infrastructure that gives leadership a clear, consistent view of operational KPIs — brand audit scores, guest satisfaction results, labor metrics,

Hiring organization

Eternal Hotels LLC

Employment Type

Full-time

Beginning of employment

Open until filled

Duration of employment

Year Round

Industry

Hospitality

Job Location

2525 N 20th Ave, 99301, Pasco, Washington, US

Working Hours

Salary Exempt

Base Salary

\$ 90000 - \$ 110000

Date posted

July 31, 2026

Valid through

28.08.2026

compliance status — across all properties and brands.

Develop and maintain SOPs and brand compliance frameworks. Create and manage standardized operating procedures, opening checklists, and compliance tracking tools that work across the company's six franchise brands, keeping the portfolio aligned with brand standards without requiring the COO to manage it directly.

Coordinate across the operations team. Serve as the connective tissue between the COO, the VP of Operations, the Regional Directors of Operations, and functional leaders — synthesizing field feedback, surfacing issues, and keeping corporate initiatives moving without losing the detail.

Lead special projects. Own one-off corporate projects — new property integrations, brand conversion planning, operational audits, vendor evaluations, system rollouts — that require someone with multi-brand operations experience and strong project management skills.

Manage franchise brand relationships at the corporate level. Support the COO in managing franchise brand contacts and corporate relationships across Marriott, Hilton, IHG, Choice, Best Western, and Sonesta, tracking commitments, audit timelines, and brand requirement changes across the portfolio.

Support new property onboarding. When Eternal acquires or opens a new property, lead the internal coordination effort — working across operations, revenue, HR, and finance to ensure the new hotel is set up, staffed, and running to company and brand standards from day one.

Prepare executive-level materials. Draft operational briefs, performance summaries, and board-level presentations that give ownership and the senior leadership team a clear, accurate picture of where the portfolio stands operationally.

Other duties as assigned.

Qualifications

What We're Looking For

- 7+ years of hotel operations experience, with direct, concurrent experience managing or overseeing multiple franchise brands at the same time — not sequential experience with different brands at different companies
- Demonstrated familiarity with the operational requirements, brand standards, and systems of at least two or three major franchise flags, such as Marriott, Hilton, IHG, Choice Hotels, or Best Western
- Strong project management skills — the ability to take a COO-level priority and turn it into a structured, executed project with clear owners, timelines, and outcomes
- Experience building or managing operational reporting systems, KPI dashboards, SOPs, or performance frameworks in a multi-property environment
- High organizational fluency: comfort managing multiple concurrent workstreams, switching between strategic thinking and operational detail, and keeping leadership informed without requiring constant oversight
- Excellent written and verbal communication skills — this role regularly produces materials that go directly to ownership and the senior leadership team
- Bachelor's degree in hospitality, business, or a related field required
- Experience in a corporate or above-property operations role is strongly

preferred over candidates coming directly from single-property GM backgrounds

Job Benefits

Compensation & Benefits

Pay: \$90,000–\$110,000 per year

- Health, dental, and vision insurance
- Health savings account
- Paid time off
- Employee discount
- Relocation assistance, if applicable

Contacts**Additional Information**

All your information will be kept confidential according to EEO guidelines.

An Equal Opportunity Employer

Equal access to programs, services and employment is available to all persons. Those applicants requiring reasonable accommodations to the application and/or interview process should notify a representative of the Human Resources Department.