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Regional Hotel Operations Manager

Description

Eternal Hotels™ manages franchised properties from Sonesta, Best Western Hotels, Intercontinental Hotels Group, Choice Hotels, Marriott, and Hilton in Washington and Oregon state.

Eternal Hotels™ is looking for a Regional Hotel Operations Manager to join our team! This is an onsite position. Relocation assistance available.

Responsibilities

- Oversee and serve as the lead point of contact for property GMs in the region (Eastern – Washington & Oregon).
- Ensure onsite teams are effectively utilizing systems and processes (HR, Finance, Tech, etc.).
- Responsible for reviewing hotel revenue, expenses, guest reviews and implementing critical action plans as needed.
- Responsible for staffing levels based on business volumes.
- Provide input into property budgets.
- In the absence of a property GM, act as property leader on-site.
- Ensure property compliance with corporate management company standards, procedures, protocol.
- Work with multiple brands to ensure compliance of all standards.
- Exemplify and expect award winning service to all guests & employees.
- Assist in training of management and employees at properties.
- Inspect properties on an ongoing basis checking for: cleanliness, work order programs, and capital investment.
- Create effective action plans with property General Managers and follow through of those plans.
- Troubleshoot challenges as they arise.
- Communicate with corporate staff to ensure support for property and for corporate procedures and initiatives.
- Assist with corporate initiatives and special projects.
- Other duties as assigned.

Qualifications

- 10+ years of Hotel Management experience (required).
- 5+ years of General Manager experience (preferred).
- Prior experience working in a corporate management environment (preferred).
- Multi hotel management experience.
- Ability to travel between hotels in the regional area and the corporate office as needed.
- Ability to stay nights at properties.
- Must be able to communicate effectively verbally and in writing.
- Excellent interpersonal and leadership skills to guide and motivate teams.
- Proficient in Microsoft Office and ability to become proficient in a variety of Hotel PMS systems.

Hiring organization

Eternal Hotels

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, WA, USA

Working Hours

Open availability. Work assigned based on business demands.

Date posted

March 6, 2025

Valid through

28.03.2025

- Experience in a high-growth, fast-paced, and operationally intensive business environments.

Education

- Bachelors degree or equivalent combination of higher education and experience preferred.

Base Salary

\$ 70000 - \$ 80000

Job Benefits

- We offer a complete benefits package and a competitive salary.

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.