



<https://eternalhotelsllc.com/careers/vice-president-of-operations-2026/>

Vice President of Operations – Eternal Hotels

Description

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

Eternal Hotel® is expanding their team and is looking for a Vice President of Operations to join our team! This is an onsite position. Relocation assistance available.

We are seeking a dynamic and experienced Vice President of Operations to lead our operational strategies and initiatives. This executive role is pivotal in driving operational excellence, enhancing productivity, and ensuring the seamless execution of our business objectives. The ideal candidate will possess a strong background in operations management and a proven track record in senior leadership roles.

Responsibilities

RESPONSIBILITIES

1. Manages policy deployment in quality, cost reduction, complete and on-time delivery, safety, customer satisfaction, employee relations, visual controls, and hotel performance measures.
2. Provides leadership for employee relations through effective communications, coaching, training, and development.
3. Provides leadership for problem resolution to facilitate faster improvements and improved working relationships.
4. Work with Human Resources to handle all progressive discipline with written documentation for employee performance.
5. Control department expenses in accordance to budget.
6. Approves Purchase Orders in accordance with budgetary controls.
7. Implementation of all required systems and programs.
8. Ensures compliance with company standards for cost control, waste reduction, quality, safety, and complete and on-time delivery.
9. Responds timely to all guest issues or concerns and Guest Assistance issues.
10. Provides leadership through weekly management meetings.
11. Determines operations headcount needs and ensures compliance with company policies.

Hiring organization

Eternal Hotels

Employment Type

Full-time

Duration of employment

Year Round

Industry

Hospitality

Job Location

2525 N 20th Ave, 99301, Pasco, WA, USA

Base Salary

\$ 120000 - \$ 120000

Working Hours

Open availability

Date posted

March 30, 2026

Valid through

24.04.2026

12. Oversight of training documentation for all departments per Hotel Standards.
13. Oversight of all hotel operations.
14. P&L creation, review, and end-of-month reporting.
15. Manages compliance with state and federal regulations.
16. Maintains ultimate responsibility for hotel employees across all shifts.
17. Other duties as assigned

Qualifications

1. Problem Solving/Analysis.
2. Leadership.
3. Teamwork Orientation.
4. Project Management.
5. Communication Proficiency.
6. Performance Management.
7. Technical Capacity.

Supervisory Responsibility

This position manages all employees and is responsible for the employees' leadership within its department.

Work Environment

This job operates in a professional office environment. Therefore, this role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

Physical Demands

The employee must meet the physical demands described here to perform the essential functions of this job successfully.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand, walk; use hands to finger, handle or feel; and reach with hands and arms.

Position Type/Expected Hours of Work

This position regularly requires long hours and weekend work as needed.

Education

Bachelors degree in related field or combination of higher education and experience required.

Master's degree preferred.

Experience

10+ years experience in a Vice President of Hotel Operations role preferred.

5+ years experience in a Regional Operations Director of Vice President role required.

Management experience in a Full Service Hotel required.

10+ years experience in a Vice President of Hotel Operations role preferred.

CHA / CRME certification preferred.

Job Benefits

Health Insurance

Dental Insurance

Vision Insurance

Paid Time Off (Vacation & Sick)

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.