As the leading provider of holiday rights of residence in Europe, Hapimag offers its approximately 130,000 members holidays in 60 resorts in 16 mainly European countries. Our members have around 5,000 holiday apartments available for individual use for a wide variety of needs, for all circumstances and age groups.

For our resort in Orlando, we are looking for a professionally and humanely competent partner with immediate effect or upon arrangement.

### Rooms Division Manager (F/M)

Reporting to the Resort Manager, the Rooms Division Manager is responsible for the overall success of the rooms division. He/She works to continuously improve guest and associate satisfaction while maximizing the financial performance in all areas of responsibility. The incumbent will monitor compliance with standards and procedures, while driving operational efficiency in order to ensure consistent and extraordinary service standards.

The Rooms Division Manager should possess good people management skills, with strong business acumen and capability to anticipate customer needs.

**You bring along:**

* Fluent in English and German – Spanish is preferable
* Minimum of 2 years’ experience in a comparable position in a resort operation
* Exceptional leadership qualities with demonstrated success in building bench strength and strong people development
* Possesses strong communication skills
* Flexible and ready to jump in as needed
* Front office knowledge is preferable in order to be able to manage the different channel managers

**Your area of responsibility:**

* You are a member of a 10-person team, reporting to the Resort Manager
* Daily managing of Room operations (Front Office and Housekeeping) of 100 townhouses
* Responsible for rooms key performance indicators: yield management, guest satisfaction results
* Recommend budget and manage expenses within approved budget constraints.
* Develop, implement and continually review the procedures and standards in all room operations, and supervise to ensure they are consistently applied.
* Implement company standards and manage the operations to ensure a high level of service quality and guest satisfaction.
* Ensure direct reports are correctly conducting performance management. If necessary, be involved in disciplinary investigations.
* Ensure accurate expenses and payroll forecasting throughout all areas of the room operations.

**We offer you:**

* An interesting and multi-faceted challenge in an international company
* A high degree of independence
* A salary that meets the requirements with a target achievement component
* Yearly position

We only consider applicants who have a valid work and residence permit in the USA.

**Have we awaken your interest and do you feel addressed? Then we look forward to receiving your application!**

Please send your application documents to:  
Hapimag Resort Orlando  
For the attention of Marine Giraud-Roche  
1010 park Ridge Circle  
Kissimmee, FL 34746   
[E-Mail: marine.giraud@hapimag.com](mailto:personal@hapimag.com)  
[www.hapimag.com](http://www.hapimag.com/de.html)