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# Example of Hotel Operations Manager Job Description

Our growing company is hiring for a hotel operations manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for hotel operations manager

* Participate in guest and sales activities that promotes the hotel product and its services
* Manage relationships throughout the business and challenge conflict and assist managers in establishing the culture in accordance with company Vision and Values
* Ensure all hotel SOP’s, Risk Assessments and training (generic and specific) are carried out, reviewed, updated and recorded
* Establish and promote an environment which encourages input, initiative and creative approaches through coaching, review, target setting, feedback and team area ownership
* Manage direct reports to create a plan of personal career and succession development to ensure continuous personal and pipeline growth
* Manage the senior rota and senior cover activities with on duty and on call support shifts
* Ensure that the hotel operates effectively on a day to day basis, in line with company and brand standards, and that the appearance of the hotel creates a professional impression to guests and employees
* Proactively monitor employee performance throughout the hotel, advising and coaching line managers as necessary to ensure appropriate actions are taken to redress any poor performance, and to recognize superior performance
* Understand and lead the hotel Safety Health and Environmental Plan in line with company policy, keeping self-up to date on legislative changes
* Produce and update departmental risk assessment and train the team against them

## Qualifications for hotel operations manager

* Provide input to the Senior Director of IT team on IT staff performance as observed in hotel openings or special projects
* Critique vendors and service providers and identify requirements for improvement or replacement
* Synthesize feedback from hotel systems owners and disseminate back to the functional lead with IST as input on how better meet business needs
* Identify emerging hotel related operational challenges and provide recommendations to IT leadership proactively in order to minimize risk
* Interact with the Global Helpdesk team to identify issues that drive hotel support calls and devise ways to prevent them through improved documentation, technology enhancements or general education
* Strong technical writing skills and experience