



Rooms Division Manager

Mantra Wollongong located on Gladstone Avenue, offers a range of accommodation options centrally located right in the heart of Wollongong.

We are currently seeking an experienced and hands on **Room Division Manager** to lead, train and develop the busy team at the **Mantra Wollongong**. Reporting to the General Manager, this newly created role involves the overall management and administration of all of the accommodation functions; ensuring all standards and procedures are met resulting in consistency, variety, quality and profitability.

Responsibilities include but are not limited to:

- Manage and maximise occupancy, revenue, and average rate while maintaining high service standards;
- Collect and analyse data to make customer focused business decisions; ensure all teams understand and exceed customer expectations at all time;
- Provide regular feedback, coaching, support and guidance to the teams in order to create a positive environment and achieve excellence and engagement within all departments;
- Add value through revenue growth and operational efficiency through process improvement; understand and focus on the key drivers of sales, associate and customer satisfaction, profitability, and quality;
- Strong ability to multi-task and be extremely organised;
- Hold strong leadership skills and ability to mentor and develop team; and
- Work within set budgets in relation to wage costs and ensure rosters are compiled and adjusted appropriate to demand.

The ideal candidate will have:

- A can-do, responsible, and flexible approach to work;
- Comprehensive financial understanding of managing a profitable operation and managing costs particularly controlling wages;
- Prior experience in leading, developing and mentoring an accommodation team;
- The ability to communicate effectively with your team and other heads of department;
- An ability to thrive under pressure and direct your team in a high paced environment;
- Proven ability to be a proactive individual with strong organisational and time management skills;
- A great sense of style and immaculate presentation and grooming;
- Demonstrated understanding of Hospitality Industry (General) Award compliance; and
- A strong appreciation and compliance of workplace safety.

This is a full-time salaried role, working from 5 days per week, over a 7 day roster; including week days, weekends and public holidays. To apply, please email your resume, current references, and a covering letter that clearly demonstrates your suitability for the position to:

John Cowan - General Manager

wollongong.gm@mantra.com.au

Please note that due to the high volume of applications expected, only short listed applicants will be contacted.

The hotel is managed by 1834 Hotels, who proudly manage a network of individually owned hotels, motels, apartments and resorts across Australia. Specialising in the hospitality and tourism sectors, 1834 Hotels is a network that is continuously growing with regional and CBD locations

Further information available at www.mantra.com.au/new-south-wales/south-coast/wollongong/accommodation/mantra-wollongong and www.1834hospitality.com.au/employment