

Seaglass Village Cottages

JOB DESCRIPTION

Job Title: Operations Manager

Department: Operations and Maintenance

Job Status: Full Time, year-round, salaried, exempt

Reports to: General Manager

Job Summary: Responsible for creating and sustaining a premium cottage resort community by providing owners, renters, staff, and guests with a well-run and financially sound community. The position is accountable for day-to-day property operations and oversight of onsite maintenance staff, budget control, and service contracts. The Operations Manager reports to the General Manager. Works closely with General Manager to ensure compliance with Seaglass Village condominium documents and regulations.

The work schedule is decidedly heavier from April 1st to mid-November and will often require regular weekend work and work hours in excess of forty hours per week. As a salaried, exempt position, the salary provided is for all hours worked throughout the year. However, from mid-November to March 31st, the work hours and demands are reduced, with increased flexibility of the schedule.

Essential Duties/Responsibilities: The Operations Manager will take direction and collaborate with General Manager, performing budgeting, financial reporting, and vendor contracting duties. This position entails substantial decision-making responsibility and independent judgment.

- Assume the duties of the Rental Manager and General Manager on their days off.
- Communicate effectively, verbally and in writing, with the Board of Directors, owners, renters, and vendors.
- Respond to emails and phone calls in a timely manner.
- Negotiate vendor and supplier contracts and present them to Board for approval.
- Ensure the property is well maintained. Regularly inspect and arrange for maintenance of common areas.
- Oversee the security program. Take the lead in handling emergency and/or security situations.
- Meet regularly with the Engineering, Maintenance, Operations Committee (EMOC) and the Architectural Review Committee (ARC), Safety, and other committees as directed by General Manager and/or the Board.
- Ensure appropriate, applicable insurance coverage. Submit claims, as appropriate, and monitor repairs.
- Lead performance improvement initiatives that support the goals of Seaglass Village to ensure operations are running most effectively and efficiently as possible.

- Oversee maintenance personnel including the Maintenance Lead in terms of scheduling, assigning duties, training employees, and ensuring maintenance duties and responsibilities are fulfilled.

Qualifications:

- Minimum 5 years of direct property or hospitality management experience required or equivalent experience.
- Strong knowledge of resort management and rental practices.
- Experience in negotiating contracts.
- Ability to effectively lead a team.
- General knowledge of maintenance and repair practices, groundskeeping, and beautification.
- Must possess an effective customer service approach.
- Aptitude to effectively resolve guest and owner issues, displaying outstanding communication and active listening skills.
- Highly responsible and reliable with professional presentation skills.
- Extensive organizational and multi-tasking abilities.
- Maine or other state driver's license in good standing.
- Ability to pass a comprehensive national criminal background check.

Education or Experience (including computer skills):

- High school diploma required. Bachelor's Degree preferred. A degree in hospitality or a relevant field is a plus.
- Excellent written and verbal communication, organizational, and project management skills.
- Working knowledge of electronic communications, spreadsheets, databases, and social media.
- Ability to navigate, update, post, and maintain the website and social media to communicate effectively and market Seaglass Village programs.
- Ability to foster a positive work environment.

Physical Demands:

- Ability to continually move between sitting and standing during an eight-hour or longer shift.
- Ability to lift up to twenty pounds.

Work Environment:

Seaglass Village is a seasonal condominium resort consisting of 203 individually-owned homes. We have four pools, one kiddie pool, a hot tub, a pavilion where community events are held, one tennis court, four pickleball courts, shuffleboard courts, a bocce ball court, a basketball court, fire pit, and a dog park.

Seaglass Village is open from May 1st through October 31st, including all holidays occurring during that time, and is closed to owners/guests for the remainder of the year (except in the four-season cottages).