



Job Description

Position: Operations Manager

Reports To: Brian & Faye Minter

Oversees: All Departments

Our Operations Manager oversees all departments, working cooperatively and positively with all managers, staff and owners to improve customer service and satisfaction, quality standards, product, cost efficiencies, and communications, while increasing sales and enhancing public perception of the company.

Responsibilities

Management

- Work with owners to develop and implement long range planning and strategies
- Develop, implement and ensure superior standards are maintained throughout all areas of operation,
- Assisting in all departments as necessary to ensure smooth operations and ultimate customer satisfaction
- Assist in development of departmental budgets and monitor budgets in each department to ensure financial viability
- Maximizing efficiencies of employees to prevent cost over runs, keeping customer service and safety of employees and guests in mind
- Regular inspect grounds and facilities to minimize hazards, reduce possibilities of accidents or injury and implementation of necessary remedies
- Address customer and coworker concerns and queries in a positive & professional manner
- Make judgments and take action to implement suggestions for improvements as it relates to product quality, maintenance, customer service and team members
- Work cooperatively and positively with all departments, and inter-company staff to improve customer service and satisfaction, site services, cost efficiencies, communications, and to increase and enhance public perception of the organization
- Ensure security and control is maintained for all transactions, both monetary and credit card related, as well as cash on hand and regular transport of daily receivables, payables and inter-company transfer documents

Marketing

- Continually assess marketing needs and opportunities to increase sales of all areas of the operation
- Work with the owner to coordinate all marketing & sales initiatives
- Maintain and update database of current and potential clients
- Create and distribute Minter Gardens mail-outs and email campaigns
- Represent Minter Gardens at the Vancouver Attraction meetings, trade shows and other industry events
- Coordinate the design and printing of calendars, brochures, maps and other print material as needed
- Keep marketing initiatives up to date, including the website

Human Resources

- Responsible for building an exceptional team of associates to support, execute and achieve established goals and objectives of the Company
- Provide strong leadership and communication to staff regarding objectives and strategies, policies and procedures and service standards to ensure complete guest satisfaction and profitability
- Use coaching and team leading skills to unite and motivate employees by creating a positive, consistent and fair work environment for all
- Implement and updating procedures manuals for all departments as necessary
- Assist with employee recruitment, hiring, training, motivation and termination of employees, discuss requirements and remuneration with owners
- Continually evaluate employee performance, and reward or discipline as appropriate, terminate if necessary

Qualifications

- A certified post secondary education in hospitality field is preferred
- Minimum 3 years successful management experience
- Self-Starter with accurate and detail oriented work ethic
- Ability to prioritize and handle multiple tasks while meeting established deadlines
- Must acknowledge that the position is one of trust and confidence with obligations to the company
- Knowledge of financial, budgetary, accounting and computational practices
- Excellent organizational skills and written and oral communication skills
- Strong leadership and management skills, with an approachable and participative management style
- Must be a 100% hands-on manager, willing to work various line level positions as needed within the operation
- Ability to work a flexible schedule to include nights, holidays, and weekends, and overtime as needed

Send resume to Peggy Walker at peggy@mintergardens.com or by fax to 604-792-8893.