



Operations Manager Job Description

Company Background

We are a luxury chalet company based in Morzine, France in the heart of the Alps. We offer holidays in our self catered and catered chalets for skiers in the winter and in the summer, we offer self catered holidays for people wanting to enjoy a wide variety of mountain activities or just enjoy the views. Sustainability is at the heart of absolutely everything we do.

Our mission

To create joyful mountain experiences whilst improving the health of the planet.

Objective of the role

To ensure the smooth and efficient running of all operational aspects of the business in a way that is in keeping with our values.

Role Profile

We are seeking an ambitious, career driven, highly organized and dynamic Operations Manager to oversee the day-to-day operations of the business. The Operations Manager will be responsible for managing all aspects of chalet operations, including staff management, guest satisfaction, budgets and stock management & supplier management. The ideal candidate will have a passion for hospitality, have proven leadership skills, a keen eye for detail and be driven by reducing our company's impact on the planet

Responsibilities include (but are not limited to)

- Managing guest satisfaction across the catered and self-catered chalets
- Develop HR strategy in line with company values
- Recruit, train and & manage the seasonal teams (total of 30+ people in winter) including scheduling.
- Manage 5 direct reports: Operational support manager, head chef, 2 resort managers & maintenance manager
- In interseason and summer, check-in guests and be on call for any issues
- In interseason and summer, oversee changeovers
- Ensure chalets are kept well maintained to a high standard throughout the year
- Oversee purchasing in line with budgets
- Oversee the production kitchen operations
- Manage the relationship with key suppliers and partners
- Stock control
- Maintain relationships with chalet owners
- Liaise with guests to collect any last minute information required
- Collaborate with Sales & Concierge manager to prepare for guest arrivals
- Prepare the guest information sheets used by managers to brief the teams ahead of arrivals

Skills & experience

Essential

- Minimum of 10 years relevant professional experience
- Minimum of 5 years experience in the luxury travel, ski or hospitality industry
- Minimum of 5 years experience in managing teams of 15+ people
- Proven track record of leading and inspiring teams
- Excellent verbal and written communications skills in English.
- Excellent rapport with clients
- Experience of managing budgets
- Ability to thrive in a fast-paced environment and work proactively with a dedicated attitude and use initiative.



- Competent with a wide range of office applications (Excel, bookings mgmt. system, email etc...)
- Ability to manage your own time, tasks & boundaries
- Driving license and own car

Preferable

- Intermediate (A2 / B1) written & spoken French is also necessary

Location

Must be located in the Morzine area

Package

- CDI French cadre contract
- €32-35k in year 1 with the scope to progress to c.€50k based on ability to grow responsibility
- Use of a company mobile
- Continuous Coaching: you will work with a team who are passionate about excellence and we will ensure you receive both formal training as well as day-to-day mentoring from your manager.
- 5 weeks paid holiday (interseason only) per year plus the option to take an additional week unpaid in year 1, increasing by an additional 2 days year on year.
- Annual gym membership or equivalent budget to invest in health/wellbeing.