



MasterBUILT® Hotels develops, builds, manages and invests in best-in-class, select service hotels across Canada. MasterBUILT lives and breathes hospitality, developing more ground up hotels than other company in North America. As a Gold Standard winner of Canada's Best Managed Companies, MasterBUILT believes in investing in the development of talented people with a passion for delivering exceptional results and a desire to learn and grow.

Microtel Inn & Suites by Wyndham is an all new construction, limited service hotel brand targeting the midscale segment of the market. Part of the Wyndham Hotel Group family of brands, Microtel has won the JD Power & Associates award for top guest satisfaction in its segment 12 of the past 13 years – an unprecedented achievement in any industry – and has consistently been rated #1 in its segment for RevPAR market penetration in the U.S. (based on STR data).

Within Canada, Microtel is the fastest growing new construction brand in the country with over 40 new hotels scheduled to open by 2025. Microtel's rapid growth is backed by the strength of MasterBUILT® Hotels' commitment to develop at least 75 Microtel hotels by 2036, making it one of the most dynamic new brands to ever enter the Canadian marketplace.

## **NEW OPPORTUNITY: GENERAL MANAGER**

### **Microtel Inn & Suites Fort St. John, BC**

The General Manager will meet and exceed the expectations of the owners, their customers, as well as their employees by achieving profitability and customer service goals all while providing their employees an exceptional place to work. The hotel will be entrenched in, and engaged with, the community in which it operates and the General Manager will succeed by demonstrating the know-how to deliver on the vision, and uphold the culture of a phenomenal hotel chain.

#### **RESPONSIBILITIES:**

- Establishing and communicating objectives that support and align with corporate's vision by developing and implementing strategies to do so
- Monitoring operational efficiencies to ensure profitability while meeting operating and capital budgets
- Implementing marketing initiatives that align with hotel branding
- Maximizing revenue per available room through active yield management
- Providing staff with skills training to provide value-added service to customers and monitor success of training
- Monitoring customer satisfaction ratings and developing plans to maintain or increase customer satisfaction as required
- Attracting, hiring and retaining qualified employees who deliver on key objectives
- Providing leadership and guidance to maintain high morale throughout the hotels
- Communicating daily and weekly with the Regional Director of Operations, Manager, Hospitality Operations and Director, Sales and Marketing
- Ensuring all health and safety standards are exceeded
- Maintaining all month end documentation and providing the accounting department accurate reports
- Represent the hotel and its owners in the local community and industry

#### **QUALIFICATIONS:**

##### **Experience Required**

- Minimum of 5 years' working experience in the hotel industry, demonstrating progression with each career move
- 3 years' experience in a leadership capacity
- Previous experience with budgeting and forecasting

##### **Mission Critical Competencies**

- Ability to demonstrate being both a leader and team player
- Superior written and verbal communication skills

- Excellent customer service and interpersonal skills
- Ability to set and monitor goals and provide status updates as required
- Ability to set priorities for self and others in the hotel
- Project planning capabilities coupled with time management and organization techniques
- A fun, positive attitude with a sense of humour

**Desired Education**

- A High School Diploma or GED required
- A Diploma in Hospitality Management considered an asset

**MASTERBUILT OFFERS:**

- A compensation package that provides incentives and rewards performance
- A flexible benefits package that supports various personal/family situations and work environments
- A rewarding corporate culture that fosters a positive team and family spirit
- A cooperative management team that is strategic and forward thinking
- A fast paced environment with opportunities for advancement

**TO APPLY:**

Please apply online at <https://masterbuiltsuperior.bamboohr.com/jobs/view.php?id=88>. We thank all applicants for their submissions, but only those deemed qualified by our hiring manager will be contacted. No phone calls please.

Please note Labour Market Impact Assessment (LMIAs) are not supported for this position. Legal entitlement to work in Canada is required.