

# THE BENSON

PORTLAND

CURIO COLLECTION BY HILTON

The Benson Hotel, Portland's finest historic, luxury, boutique hotel and proud member of the Curio Collection by Hilton, is seeking a Rooms Manager to add to our dynamic team. This position will oversee front office & guest service operations. The position requires a team player with high-energy, positive, self-motivated individual with excellent verbal and written communication skills.

The successful candidate understands top-level customer service standards. This person knows that maintaining a hotel's 4-Diamond rating is made possible by our staff members and our exceptional levels of hospitality. Must be able to train and motivate staff. Must have excellent oral and written communication skills. Must be extremely professional and possess strong leadership skills.

This position must have excellent attention to detail and accuracy, and good organizational/time management skills. Must have ability to adapt easily to change and work in a fast-paced environment. A lucrative bonus plan is offered, based on achievement of profitability goals. Moreover, this position serves as a great steppingstone for opportunities to grow quickly into upper levels of hotel management within Coast Hospitality's organization.

## **Job Duties May Include:**

- Showing initiative, problem solving, staff training, and team leading
- Support and cover for Front Office staff as needed
- Ensure quality of service at all levels to provide the utmost hospitable guest experience
- Communicate effectively with team members, guests, peers, and management
- Support Management decisions, implement and distribute information as needed
- Act as a Manager on Duty when scheduled
- Leading by example
- Working independently and as a part of a team
- Resolving guest problems courteously and efficiently

## **Requirements:**

- Must possess strong verbal and written communication skills as well as excellent customer service skills
- 3+ years' experience in hotel industry preferred with working knowledge of front office systems
- Proficiency in Word, Excel, and Outlook
- High school or equivalent education required
- Hospitality management education a plus, but not required
- Be organized, enthusiastic and a motivated problem solver
- Have strong work ethic and time management to continually strive to maintain the best work environment
- Be extremely professional and possess strong leadership skills

- Flexible schedule is required; this position will be a combination of days, evenings, weekends, and holidays

This position is a full-time salaried exempt position.

Salary negotiable DOE. Pre-employment drug screening and background check are required.

Coast Hotels offers a variety of benefits, including competitive wages & benefits, employee discounts, training & development, career advancement opportunities and more!

***Coast Hotels is an Equal Opportunity Employer. We thank all interested applicants; however only those selected for an interview will be contacted. Please no phone calls or drop ins.***

***Join us and be part of an exciting place to work!***