

VACANCY ANNOUNCEMENT

Balfin Group is among the largest private investment groups in Albania. The Group's investment portfolio embraces activities of real estate development, retail sales, commercial and industrial space management services, mining and metallurgy industry, customer financing, etc.

Balfin Real Estate Company, as part of Balfin Group, comes with a more direct focus on selling and marketing real estate and various assets, offering a new expertise in this market.

Job position: Hospitality Manager

Department: Hospitality Department

Location: Tirana/ Palasa, Vlora

Summary: Hospitality Manager manages the accommodation structure (holiday rented units), also beach bar and restaurant of Green Coast Resort & Residences. He/She coordinates all the processes of the accommodation structure. His/Her role is to elaborate and define the commercial and management strategy of the hospitality part of Green Coast in line with the customer standards, the profit targets, the quality, the hygiene and the safety standards.

Duties and Responsibilities:

1. Defines the Strategy & organizes the department

- ✓ Builds the department's strategy in alignment with the company strategy, and transforms them into clear objectives;
- ✓ Plans and manages budgets; Approves and controls expenditures; Creates reports for senior management;
- ✓ Hires qualified personnel according to standards when needed; Supervises and evaluates staff. Develops and communicates the standard operating procedure.
- ✓ Organizes, coordinates and supervises people and operations to ensure maximum efficiency and profitability in the entire structure.

2. Customer Service

- ✓ Establishes standards for customer service;
- ✓ Manages Customer Complain;
- ✓ Takes care of resolving any discomfort the guests may have due to possible lack of customer service.

3. Supervises Cleaning & Maintenance

- ✓ Ensures that maintenance is kept, making sure that everything on the property is working and is safe;
- ✓ Guarantees adherence to relevant legal, health and safety regulations and guidelines.

4. Food & Beverage

- ✓ Oversees food and beverage, checks supplies and equipment quantity and quality.

5. Concierge

- ✓ Designs and makes sure that Concierge service is provided to the hosts and resident customers of the resort;
- ✓ Coordinates and collaborates with all the company departments: Sales, Marketing, Asset Management and Finance.

Other Tasks:

- ✓ Attends systematic meetings;
- ✓ Attends any kind of training programs;
- ✓ Provides feedback to his/her manager;
- ✓ Keeps and updates relevant documents and records;
- ✓ Monitors the processes and reports.

Qualifications and Skills:

- Previous working experience as hospitality manager of at least 3 years;
- Work experience in customer service or sales;
- Knowledge of the best practices and procedures for customer service, hospitality; management, renting programs;
- Hands on experience with MS Office and relevant software;
- Excellent communication, leadership, relationship building and interpersonal skills;
- Problem-solving aptitude;
- BA in hospitality management or similar relevant field;
- Driving license.

Work conditions: Balfin Real Estate offers an attractive benefit package, including a fair remuneration based on merit and performance evaluation.

Application Procedure: To apply for this position, please submit your CV and letter of interest before the **27/10/2019** to the email address hr@balfinrealestate.al

* All applications will be treated with strict confidentiality according to the law No. 9887 set by the Albanian Parliament for the "Protection of Personal Data".