



# Toucan Beach

## Curacao

### Director of Operations

#### Funcieomschrijving:

As a Director of Operations, you have organizational and operational final responsibility at Toucan Beach, that includes 5 outlets (Kontiki, Kontiki Luxury Suits, Mood, Cabana and Wet & Wild). You are ultimately responsible for the daily operational activities and to set strategic goals for a healthy business operation. You are also responsible for further shaping the policy and you manage the staff functions on a daily basis: F&B Operations Manager, Maintenance Manager, Hotel Manager and IT.

As the Director of Operations, you are directly responsible and report to the **Managing Director**

The Director of Operations is responsible for:

- Achieving a sustainable increase in results
- Encouraging cost control and being cost conscious
- Financial reporting including budget, pricing, forecasts, etc.
- Further professionalization of the organizations
- Set up policy and development plans; all this in consultation with the Managing Director
- Improving business and service processes based on vision and policy
- Inspirator and motivator for all employees through coaching leadership
- Coaching and guiding the management team
- Oversee optimization processes and efficiency
- Weekly reporting on productivity to the Managing Director
- Implement new F&B products/services and concepts

#### Competencies

##### Social skills

- Being able to work in a team
- A tactful attitude, listening skills, persuasiveness, ability to bridge contradictions and exercise of authority are important

##### Oral and written expression

- Can express himself well; both orally and in writing in Dutch, English and Papiamentu
- Checks whether his/her interlocutor has understood the message
- Makes his point of view clear to others in short terms



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### **Consulting skills**

- Provide solicited and unsolicited advice to management, managers and employees
- Being able to advise in a correct, and clear way
- Ensuring the right content and quality of advice

### **Analytical skills**

- Is objective and down-to-earth about all kinds of matters
- Has a sharp judgment
- Distinguishes main issues and side issues in information provided

### **Reliable**

- Handles confidential information with care, can work well independently and with tight deadlines
- Works from trust, openness and honesty

### **Flexibility**

- Is open to changes in work and the environment
- Easily switches between different tasks
- Adapts his approach to the person or situation

### **Plan and organize**

- Defines things in terms of time, resources and people required
- Provides bottlenecks and takes action

### **Eye for detail**

- Is orderly and works clearly, even when transferring work
- Work according to fixed procedures, carry out the necessary checks



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### Job requirements

- A bachelor or master degree in Higher Hotel School or a comparable education
- At least 5 years of experience as the person with ultimate responsibility for business operations in the higher segment of the hospitality industry/leisure and/or related
- Experience with (4\*) hotels, F&B, catering and event operation
- You have advisory skills and great analytical thinking skills
- You have a great sense of responsibility and a professional work attitude
- You are proactive, can switch quickly in a dynamic environment and have a critical working attitude (eye for detail)
- You know how to achieve intended objectives and tackle complex issues and accomplish them to the end

Ben jij het talent die wij zoeken? Stuur jouw cv + motivatiebrief naar:  
[jobs@toucanbeach.com](mailto:jobs@toucanbeach.com)

Tot snel!

