



## **Assistant General Manager**

**Innovated. Passionate. Detail-Oriented.**

**If this sounds like you, then apply to join our prestigious team at the Muir Hotel, where excellence meets elegance!**

Situated in the center of the vibrant Halifax Waterfront and at the heart of the recently developed Queen's Marque district, Muir offers elevated hospitality inspired by the spirit, culture, and natural beauty of Nova Scotia. In each of our departments, our team shares a common goal – providing an exceptional customer experience in a clean, comfortable environment. If you are passionate about a career in hospitality and want to join a team that shares this common goal, the Muir is presently seeking an **Assistant General Manager**.

Reporting to the GM, the Assistant General Manager will be responsible for supporting all aspects of the operation including guest and employee satisfaction, human resources, financial performance, generation of sales and revenue while delivering a return on investment. They will have responsibility for ensuring the seamless integration of third-party partners into the operation (hotel drivers; F&B operations; wellness and spa; provision of service to the Queens Marque residences). The Assistant General Manager will be closely involved in the setting and achievement of financial goals. They must also be attentive to long term values-based customer relationships that will help establish, develop and grow the reputation of **Muir** at the forefront of both Nova Scotia's and Canada's luxury hotel scene.

**As an Assistant General Manager, you'll get to:**

- Verifies that all brand standards are being maintained in each area of the property.
- Reviews and assists GM with all finance and accounting functions, including, but not limited to, accounts payable, accounts receivable, petty cash, payroll and ordering procedures and end of period.
- Review financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost management and program improvement.
- Assist GM in preparation and delivery of performance reports to above property executive leadership team;
- Provides prompt feedback and guidance to management team;
- Assists team managers with scheduling managing labour and productivity ensuring staffing levels exceed guest expectations;
- Provides excellent customer service by being readily available/approachable for all guests;
- Understands and utilizes all brand tools and systems to deliver a smooth guest service experience;



- Plan and evaluate department needs with GM on a proactive basis to minimize recruitment gaps;
- Ensure that the **Muir** team consistently deliver on the established levels of anticipatory service to **Muir** guests;
- Ensure total compliance with all regulatory requirements – municipal; provincial; federal;
- Ensure effective management and maximization of the hotel's room inventory by working closely with DOS and RM;
- With division heads, ensure all associates are provided with full & ongoing training to **Muir** service & quality standards;
- Develop strong working and networking relationships to establish the property's reputation;
- With the General Manager and other division heads, lead the drive for constant innovation, creativity and promotion of the Rooms, F&B and Wellness/Fitness product of **Muir**;
- Be fully involved in the development of the annual property budget and monitoring performance against this;
- Understand the management of the room sales inventory through the Marriott systems;
- Be involved in the effective recruitment, on-boarding, and training of **Muir** team associates.

#### **Ensure Compliance with Regulations**

- Involved in reviewing monthly/quarterly property performance;
- Involved in providing reconciliation, rationale and other documents to support monthly property performance;
- Ensure that the departments adhere to all processes so as to properly manage the monthly profit and loss cycles;
- Provides regular operational reports to the GM in a timely manner;
- Ensure constant compliance with all municipal; provincial and federal regulations.

#### **Manage Staff:**

- Train management associates in accordance with standards and guidelines;
- Constantly evaluate all management associates;
- Train associates and, with their division head, hold them accountable to their performance objectives;
- Verifies that orientations for new team members are thorough and completed in a timely fashion;
- Provide associates with constant support and training to help grow their professional skills and career development;
- Assists team supervisors with constructive coaching and counseling;
- Promotes both **Muir** and Armour Group Human Resource policies;



- Oversee the day-to-day operations of **Muir** ensuring all tasks and projects are being done as planned.

**Education:**

- Bachelor's degree or diploma in Business, Sales, Marketing, Hotel Management or a relevant field an asset

**Qualifications and Experience:**

- 5 + years of lodging sales experience preferred;
- 3 + years of management experience;
- Prior experience in a Marriott property is considered an asset.
- Strong budgetary skills and knowledge;
- In-depth knowledge of the hotel property management system (PMS - Lightspeed),
- Ability to work collaboratively with all other departmental functions;
- Excellent communication and leadership skills are mandatory;
- Written and spoken English language fluency required;
- Ability to read and write a second language is an asset – relevant to this location;
- Demonstrated progressive career growth in the hospitality industry;
- Has the ability to be bonded/ have a criminal background check;
- Must be legally permitted to work in Canada;
- Has a driver's licence valid for Nova Scotia

**Employee Benefits:**

- Access to our employee development/education reimbursement program.
- Company scholarship program for employees and family members.
- Access to our gym and fitness facilities.
- Dry cleaning allowance.
- Work phone provided
- Eligible for the annual company bonus program.
- Comprehensive Extended, Health, and Dental benefits.
- Employer Funded Employee and Family Assistance Program.
- Opportunity to Participate in the Employer sponsored retirement savings program.
- Access to Marriott employee travel benefits.

**Our commitment to Diversity & Inclusion:** We are an inclusive company, and our ambition is to attract, recruit, and promote diverse talent.

**APPLY TODAY:** For more information on the opportunities at the Muir Hotel, please visit [www.muirhotel.com](http://www.muirhotel.com) or send your resume to [recruitment@armourgorup.com](mailto:recruitment@armourgorup.com)