



## **Position Announcement** **Northeast Regional Hostel Operations Director**

**Reports To:** Northeast Regional Vice President

### **Summary:**

The NE Regional Hostel Operations Director will oversee a portfolio of small to mid-size seasonal hostel properties throughout the region. The Regional Hostel Operations Director supervises Hostel Managers in all aspects of operations and builds strong relationships with additional franchised hostels in the region. This hands-on position guides Hostel Managers in improving service standards, expanding mission, reducing costs and exceeding network standards. This person will work closely with individual hostel teams to build unique and locally authentic hostel vibes and strong community partnerships.

### **Responsibilities:**

- Partner with colleagues to identify opportunities to improve operational systems, processes and policies in support of the organization's mission – specifically, ensure timely management reporting, information flow, business process and organizational planning.
- Contribute to short and long-term regional planning and strategy implementation to achieve operational excellence by working cooperatively with various management teams to implement annual operating plans and smooth seasonal hostel openings and closings.
- Ensure operational efficiency by maintaining good communication and coordination of activities with the Central Office to advance regional goals and priorities.
- Work collaboratively with hostel management teams and RVP to ensure that revenue management plans implemented and executed efficiently and effectively, in order to achieve our financial goals.
- Work closely with RVP in the development and implementation of annual work plans and annual budgets. Ensure that capital projects are performed as projected in annual work plans and budgets.
- Ensure financial viability of the hostels' ongoing operations, including but not limited to occupancy, average daily rate (ADR), expense management, and process improvement.
- Promote hostelling and environmentally sound practices, translating mission ideals into a practical plan of sustainable operations.
- All other duties as required to ensure the efficient operation of HI USA.

### **Skills/Qualifications:**

- 4-year bachelor's degree or equivalent relevant work experience required.
- Hostel and/or hotel senior management experience with multi-unit responsibility.
- Experience with budget development and oversight to include ability to establish appropriate staffing levels for different size hostels.
- Must be familiar with the Cape & Islands and have prior experience managing a multi-unit operation essential.
- Demonstrated leadership and vision in managing staff groups and major projects or initiatives.
- Staff management experience and/or training and working knowledge of labor laws.
- Must be discreet, maintain confidentiality and have the ability to effectively interact with all levels of staff.
- Strong computer and communication technology proficiency to include Word, Excel, PowerPoint.
- Excellent interpersonal skills, must be trustworthy and have the ability to work autonomously, diplomacy, teamwork, good judgment, and the ability to maintain confidentiality required.
- Strong problem solving skills and proven ability to manage multiple priorities and meet deadlines as required.

**To Apply:** Please send resume, cover letter and salary requirements to Eric Chalmers, NE VP at [echalmers@hiusa.org](mailto:echalmers@hiusa.org) with NE Hostel Operations Director in the subject line.