



Operations Manager

Position Description

Lead with Confidence – Become Our Hotel Operations Manager at the Rockport Harbor Hotel!

Are you a natural leader who thrives in both the world of boutique hotels and restaurants? Do you love being at the center of the action, ensuring guests are cared for, staff are supported, and operations run seamlessly? If so, this may be the opportunity for you.

As our Hotel Operations Manager, you'll be the trusted partner to our General Manager—taking the reins in their absence and helping to oversee daily operations across the property. With a strong foundation in hotel operations and a solid background in food & beverage service (front-of-house is key, but back-of-house is a plus!), you'll help lead our teams to deliver extraordinary guest experiences every single day.

From guiding our front desk and housekeeping teams, to supporting our lobby restaurant, the Oak Room, you'll be at the forefront of hospitality—coaching staff, solving problems, and jumping in wherever needed. If you're ready for a dynamic leadership role in one of Maine's premier boutique hotels, we'd love to meet you.

At Bay View Collection, we believe in going above and beyond—for our guests, for our community, and for each other. We live our values of Happiness, Concern for Others, Trust, Accountability, and Striving for Excellence every day. If you do too, you'll fit right in.

Here's what you'll do:

- **Hotel Operations Leader:** Oversee daily operations of the front desk, housekeeping, and food & beverage service, ensuring seamless coordination between departments.
- **Restaurant Oversight:** Support our lobby restaurant and lounge, Oak Room, ensuring smooth front-of-house operations and exceptional service.
- **Guest Experience Champion:** Respond to guest concerns with confidence and creativity, always striving to exceed expectations.
- **Staff Coach & Motivator:** Train, coach, and inspire staff across multiple departments, helping them deliver outstanding service and reach their potential.
- **GM's Right Hand:** Step in to lead in the General Manager's absence, making decisions that uphold the hotel's high standards and guest-first philosophy.
- **Problem-Solver Extraordinaire:** Tackle challenges with a calm, solutions-oriented mindset, keeping operations running smoothly during even the busiest times.
- **Hands-On Team Player:** Jump into any department when needed—whether covering a shift, helping during peak hours, or supporting during staff call-outs.
- **Efficiency & Standards Keeper:** Ensure cleanliness, service standards, and operational consistency throughout the hotel.

What we are looking for:

- Proven leadership experience in hotel operations, with strong emphasis on front-of-house service.
- Food & Beverage management experience—front-of-house required; back-of-house a plus.
- Excellent communication skills—with the ability to set clear expectations, build trust, and keep information flowing across teams.
- Strong problem-solving abilities and a calm, professional presence in busy or challenging moments.

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- A hands-on leadership style—someone who leads by example and isn't afraid to roll up their sleeves.
- Financial and operational awareness, with the ability to assist in budgets, payroll oversight, and revenue growth.
- Passion for hospitality and creating memorable guest experiences.

Why Join Us

- A dynamic year-round leadership role in one of Maine's newest luxury boutique hotels.
- Competitive Pay & Perks – PTO, employee discounts, health insurance stipend, and retirement savings plan.
- Professional Growth – Opportunities to advance within our growing Bay View Collection family.
- Positive Culture – Work in a supportive, guest-focused environment that values respect, creativity, and excellence.
- Make an Impact – Every shift is a chance to create something exceptional for our guests and team.

Bay View Collection is an Equal Opportunity Employer (EOE).