



# JOB DESCRIPTION

## MANAGING DIRECTOR

### Directive: Development Financial Stability

**Job Title:** COO / Managing Director  
**Reports To:** CEO

#### SUMMARY

The COO has primary mandate for business development, property owner relations, finance, human resources, operations and investor relations. Additionally, the position is responsible for the continued development of \_\_\_\_\_ brand (and sub brands) across the \_\_\_\_\_ region through \_\_\_\_\_.

The Managing Director will build relationships with developers and investors to aggressively grow \_\_\_\_\_ and provide the investor of \_\_\_\_\_ with a long-term sustainable income stream. This position will lead the \_\_\_\_\_ management team in make \_\_\_\_\_ the best \_\_\_\_\_ company in \_\_\_\_\_ in terms of product quality and service excellence, through staff development, training and service innovation.

ESSENTIAL DUTIES AND DIRECTIVES include the following:

1. Source new investors and develop relationships that will lead to multiple projects with new development partners.
2. With the Business Development team, identify locations within each of the countries in the \_\_\_\_\_ region and sign off on all locations and brand/sub brand selections.
3. Direct supervision Regional VP Managers who have front-line responsibility to the properties.
4. Overall responsibility for operations and financial results through superior leadership of all operating properties, resulting in \_\_\_\_\_ ability to maximize management fees and performance-based revenue.
5. Collaborate with \_\_\_\_\_ Worldwide Sales & Marketing team and the Managing Director, provide solutions on sales, marketing and revenue management efforts to ensure operating properties are performing at an optimum level and achieving targets agreed to between the owner and \_\_\_\_\_ as per the annual budgets.
6. Develop a core team of executives that will work together to ensure long-term stability of the company and its growth.

7. Work with the Director of Training to ensure that annual training plans are developed for each property and relevant training programs are developed and executed to continuously develop our Associate talent.
8. Ensure billings and collections from the properties are executed in a timely manner and are current.
9. With the CFO, ensure subsidiaries are set-up properly in countries in which \_\_\_\_\_ has operating properties, and ensure compliance to local country regulations and tax laws.
10. Through Human Resources and Training, identify, develop and train talent at all levels of the organization.
11. With the relevant lawyers (in-house and external), negotiate management agreements, trademark license agreements and off-shore technical service and marketing agreements. Know and understand the contract risks and use judgment to protect \_\_\_\_\_ against potential liability.
12. With the Director of Technical Services ensure the design of \_\_\_\_\_ branded properties maintain brand standards set by the company. Review the brand standards on an on-going basis to ensure they are relevant to our customer base.

#### **EDUCATION and/or EXPERIENCE**

- Bachelor's degree (or equivalent degree) required, MBA preferred
- 10-15+ years work experience at the executive level in hotel operations, developments or closely related field
- Additional experience in Hospitality/Customer Service/Service Apartment industry also required
- Prior experience as a hospitality general manager in the \_\_\_\_\_ region with a track record of increasing responsibilities, required
- Demonstrated experience cultivating and securing developer and investor relationships that have led to extensive growth
- Prior experience managing multiple operations in multiple countries within the \_\_\_\_\_ Region required
- Knowledge of business, legal and political environments in \_\_\_\_\_ throughout \_\_\_\_\_
- Proven ability to develop relationships with building owners across different cultures
- Experience working in multiple countries within the regions, required
- Prior success in working with people of different cultures and languages

#### **SUPERVISORY RESPONSIBILITIES**

This Managing Director directly supervises individuals at the Director and Vice-President level. This position indirectly oversees all Corporate staff and property Managers.

#### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Complete fluency in English
- Ability to work independently within the established Corporate structure
- Excellent communication and relationship management skills
- Demonstrated leadership abilities, integrity and business acumen
- Excellent verbal and written communication skills
- Solid problem-resolution, influencing, analytical and project management skills
- Availability to travel extensively throughout the Region, and on a global basis; as required
- Excellent interpersonal relationships