



OPERATIONS MANAGER

Yemaya Reefs Caribbean Island Escape
Little Corn Island, Nicaragua
Member of Small Luxury Hotels of the World

Position Summary

The Operations Manager is responsible for the day-to-day operation of Yemaya Reefs, ensuring that every department consistently delivers an exceptional luxury guest experience while meeting the resort's operational, financial, service, and quality standards.

This is a highly visible, hands-on leadership position. The Operations Manager must be present throughout the resort, actively supporting department leaders, interacting with guests, identifying operational issues, and ensuring that problems are resolved quickly and professionally.

Because Yemaya Reefs operates on a remote, car-free Caribbean island, this position requires exceptional planning, adaptability, resourcefulness, and follow-through. The Operations Manager must anticipate challenges involving staffing, transportation, supplies, maintenance, weather, and island logistics without allowing those challenges to negatively affect the guest experience.

Reports To

General Manager

Departments Supervised

The Operations Manager provides direct operational oversight and coordination across:

- Front Office and Concierge
- Housekeeping and Laundry
- Food and Beverage
- Guest Activities and Experiences
- Spa and Wellness
- Maintenance and Grounds

- Security
- Boat Transportation and Island Logistics

Primary Responsibilities

Guest Experience

- Ensure that each guest receives warm, attentive, personalized, and professional service consistent with the standards of Yemaya Reefs and Small Luxury Hotels of the World.
- Maintain a visible presence throughout the resort and regularly interact with guests to evaluate their experience.
- Review arrivals, departures, celebrations, special requests, dietary requirements, and VIP arrangements with the appropriate departments.
- Ensure that guest transportation, boat transfers, luggage handling, room readiness, dining arrangements, and activities are properly coordinated.
- Respond promptly and professionally to guest concerns and resolve issues whenever possible before the guest departs.
- Follow up with guests after a service recovery to confirm that the matter has been satisfactorily resolved.
- Encourage the thoughtful recognition of birthdays, anniversaries, honeymoons, and other special occasions.
- Protect the resort's reputation by ensuring that all guest communications are accurate, timely, and professional.

Daily Resort Operations

- Coordinate the daily operation of all resort departments.
- Lead daily operational meetings and communicate occupancy, arrivals, departures, VIP guests, special events, maintenance concerns, transportation schedules, and departmental priorities.
- Conduct regular inspections of guest rooms, public areas, restaurant and bar facilities, kitchens, beach areas, pool areas, landscaping, staff areas, and back-of-house facilities.
- Ensure that rooms and public areas consistently meet established cleanliness, presentation, safety, and maintenance standards.
- Verify that all amenities, equipment, lighting, air-conditioning, water systems, and guest facilities are functioning properly.
- Coordinate departmental activities to prevent service gaps, delays, or miscommunication.
- Serve as the senior manager on duty when the General Manager/President is unavailable.

- Maintain effective manager-on-duty coverage during evenings, weekends, holidays, and high-occupancy periods.

Leadership and Team Development

- Lead by example through professionalism, integrity, accountability, urgency, and genuine care for guests and employees.
- Supervise, coach, and support department heads and operational employees.
- Establish clear expectations and hold managers accountable for performance, staffing, scheduling, cleanliness, service delivery, and cost control.
- Conduct regular departmental meetings, coaching sessions, and performance evaluations.
- Identify training needs and coordinate practical training in luxury service, guest communication, complaint resolution, safety, and departmental procedures.
- Promote cooperation between departments and prevent a “not my department” mentality.
- Address employee performance, attendance, conduct, and disciplinary matters consistently and in coordination with Human Resources and the General Manager/President.
- Assist with recruitment, interviewing, orientation, training, succession planning, and employee retention.
- Promote a respectful, inclusive, safe, and productive working environment.

Food and Beverage Oversight

- Work closely with the Executive Chef and restaurant leadership to maintain high standards of food quality, presentation, service, cleanliness, and consistency.
- Monitor restaurant and bar operations during key service periods.
- Ensure that menus, pricing, product availability, and daily specials are communicated accurately to guests and employees.
- Monitor guest feedback concerning food, beverages, service speed, and value.
- Support inventory controls, purchasing procedures, portion control, waste reduction, and cost-of-sales targets.
- Ensure compliance with food-safety, sanitation, storage, and temperature-control requirements.
- Coordinate romantic dinners, private events, group meals, special celebrations, and other customized dining experiences.

Housekeeping, Maintenance, and Property Standards

- Ensure that guest rooms, public areas, employee areas, laundry facilities, and back-of-house spaces are maintained to luxury hospitality standards.

- Coordinate preventive maintenance and ensure that reported deficiencies are documented, prioritized, and corrected promptly.
- Monitor room inspections and verify that rooms are fully prepared before guest arrival.
- Ensure that the beach, pool, pathways, gardens, furniture, lighting, signage, and resort facilities remain clean, attractive, and safe.
- Work with Maintenance to protect essential systems, including electricity, air-conditioning, water, wastewater, communications, and emergency equipment.
- Develop contingency plans for equipment failures, severe weather, supply delays, and other operational disruptions.

Transportation and Remote-Island Logistics

- Coordinate closely with the Concierge, boat operators, purchasing team, and department heads regarding guest transfers and the transportation of supplies.
- Ensure that guests receive clear and accurate information about travel to Big Corn Island, boat transfers, weather considerations, and arrival procedures.
- Monitor transportation schedules and respond quickly to delays, mechanical issues, or weather-related changes.
- Anticipate purchasing and inventory requirements based on occupancy, events, and delivery schedules.
- Establish appropriate minimum and maximum inventory levels for critical supplies.
- Reduce emergency purchasing, stockouts, waste, spoilage, and unnecessary transportation expenses.
- Maintain contingency plans for essential food, beverages, fuel, cleaning supplies, maintenance parts, and guest amenities.

Financial and Administrative Responsibilities

- Support the preparation and achievement of annual operating budgets and departmental financial goals.
- Review daily revenue, occupancy, average daily rate, labor costs, purchasing, inventory, departmental expenses, and guest activity.
- Monitor staffing and scheduling to ensure appropriate service coverage while controlling labor costs.
- Review departmental purchasing requests and ensure that expenditures are necessary, properly authorized, and within budget.
- Assist with forecasting occupancy, staffing, supplies, and operational requirements.

- Investigate significant financial variances and establish corrective action plans.
- Identify opportunities to improve efficiency and profitability without reducing service quality.
- Ensure that resort assets, inventories, cash-handling procedures, keys, equipment, and supplies are properly controlled.
- Prepare operational reports for the General Manager/President as requested.

Safety, Security, and Compliance

- Ensure compliance with applicable Nicaraguan labor, health, safety, sanitation, environmental, and hospitality requirements.
- Maintain current emergency procedures for medical incidents, fires, severe weather, water emergencies, evacuations, security concerns, and transportation disruptions.
- Ensure that employees receive appropriate safety and emergency-response training.
- Document and report guest or employee accidents, injuries, property damage, and security incidents.
- Protect guest privacy, confidential information, resort records, and company property.
- Support environmentally responsible practices appropriate for a remote Caribbean island, including responsible water use, energy conservation, recycling, and waste reduction.

Performance Expectations

The Operations Manager will be evaluated according to measurable results that include:

- Guest satisfaction scores and review-site performance
- Speed and quality of guest-issue resolution
- Room readiness and property-inspection results
- Compliance with luxury service standards
- Departmental productivity and employee performance
- Labor and operating-cost control
- Food, beverage, and inventory cost management
- Reduction in maintenance problems and service interruptions
- Accuracy of transportation and activity coordination
- Employee retention, training, and accountability
- Safety, sanitation, and regulatory compliance
- Achievement of budgeted revenue and profitability targets

Required Qualifications

- Minimum of five years of progressive hotel or resort operations experience.
- Minimum of two years in a senior operational leadership position.
- Luxury hotel, boutique resort, or remote-resort experience strongly preferred.
- Demonstrated experience supervising multiple hotel departments.
- Strong knowledge of front-office operations, housekeeping, food and beverage, maintenance, guest services, purchasing, and inventory control.
- Proven ability to manage guest complaints and service recovery professionally.
- Strong financial understanding, including budgets, forecasts, labor management, cost control, and departmental profitability.
- Experience with hotel property-management systems; Cloudbeds experience is preferred.
- Strong computer skills, including Microsoft Excel, Word, email, and operational reporting systems.
- Fluent Spanish required.
- Professional working proficiency in English strongly preferred.
- Valid authorization to work in Nicaragua.

Personal Characteristics

The successful candidate must be:

- Highly visible, approachable, and hands-on.
- Organized and attentive to detail.
- Calm and decisive under pressure.
- Resourceful and capable of solving problems with limited island resources.
- Comfortable holding employees and managers accountable.
- Warm, professional, and confident when interacting with guests.
- Financially responsible and operationally disciplined.
- Flexible regarding schedules, responsibilities, and changing priorities.
- Respectful of Nicaraguan and Caribbean culture.
- Passionate about hospitality and creating memorable guest experiences.
- Willing to assist outside normal departmental boundaries when operationally necessary.

Working Conditions

- This is a full-time, on-property leadership position based on Little Corn Island, Nicaragua.
- The position requires flexible availability, including early mornings, evenings, weekends, holidays, and emergency situations.
- The Operations Manager must be able to walk throughout the resort and work in tropical weather conditions.
- Island living requires adaptability regarding transportation, weather, utilities, deliveries, and access to mainland services.
- The position requires relocation to Little Corn Island.

Management Philosophy

At Yemaya Reefs, luxury is not defined only by the physical beauty of the resort. It is defined by personal attention, genuine warmth, consistent standards, and the ability to anticipate what a guest may need before being asked.

The Operations Manager is expected to protect that experience every day—quietly, efficiently, and with sincere Caribbean hospitality.

Bi-lingual English/Spanish Required