Revenue Manager
The Coast Blackcomb Suites at Whistler, Whistler, BC, Canada

Coast Hotels & Resorts is a dynamic and growing brand. Our culture is rooted in our values and leadership accountability; and as part of that culture we believe in the growth and development of our Ambassadors. This is a rare opportunity for an analytically oriented individual with a passion to effectively lead the development and implementation of revenue management programs and strategies to maximize property revenues and ensure alignment with Coast Blackcomb Suites at Whistler’s long-term strategies. Reporting to the Director of Sales and Marketing, you will work closely with the Senior Management team to ensure continued improvement of the Revenue per Available Room (RevPar) Index and help maximize operational efficiencies, customer service, and profitability.

Duties and Responsibilities:

• Maximizes hotel RevPAR by tracking and analysis of competitive set pricing and yield strategies, gaining the ability to predict the comp set reaction to changes in the marketplace.
• Provides continuous analysis of changing channel distribution models and the impact on consumer booking trends.
• Produces and analyzes current and historical demand by market segment including lost business, rooms on the books, competitive set and market trends to aid in more accurate forecasting.
• Liaises with Sales Coordinator & Front Office to ensure yield/revenue management principles are understood and followed.
• Operates hotel and corporate pricing strategies through definition and management of rate levels, stay restrictions and other tactics, which are congruent with demand factors and which are managed through all distribution channels.
• Maintains rates which promote integrity and which protect the order of long-term customer value.
• Determines effective and engaging rate offers which are then offered to the right customer in the right channel.
• Monitors transient, group, and tour booking pace in order to determine pricing and availability controls for all reservation distribution sources.
• Discusses changes to, and implements those changes in, distribution plan accordingly.
• Develops fundamentals and provides guidelines to maximize revenues related to the sale of catering events, function space and all other revenue streams at the Hotel.
• Completes all rooms and revenue forecasting to accurately project unconstrained demand.
• Sets group rate parameters with Director of Sales & Marketing to encourage strategic selection of business.
• Conducts audits of all distribution channels to ensure accuracy in hotel information, rates, packages and availability.
• Plays an active role in the Strategic Planning, Marketing Plan, pricing and budgeting processes.
• Chairs and prepares materials for the weekly Revenue Management Meetings.
• Provides guided learning so that all areas of the hotel that impact revenue are fully aware of the hotel Revenue Management strategies and understand their role in the plan.
• Provides training to Front Desk employees on up-selling and negotiating techniques.
• Ensuring daily tasks and checklists for all colleagues inputting reservations are completed.
• Reconciles commissions to all third party channels (OTA’s and Travel Agents)
• Manages availability on the owners website
• Creates and distributes the weekly 14-day operational forecast
• Responsible for all communication between CRES (Coast Central Reservations) and the hotel.
• Ensures a safe working environment for all colleagues
• Other duties as required

Qualifications & Skill Requirements:

• A post-secondary education in a tourism or hospitality field, or equivalent combination of education and experience is desired.
• Strong computer literacy on Excel.
• Hotel Concepts PMS experience, working knowledge of Yieldplanet (or similar yielding software) are assets
• Detail oriented and numerical aptitude
• Previous front office and/or reservations experience is a must.
• Previous leadership experience is preferred.
• Exceptional written and verbal communication and organizational skills.
• Proven ability to work independently and self-motivated.
• Ability and desire to work under deadline pressures.
• Strong knowledge of Internet resources, browsers, and navigation
• Knowledge of basic web design an asset
• Proven ability to multitask is essential.
• Detailed knowledge of the Whistler area, resort dynamics and available services is preferred

Coast Hotels & Resorts and O’Neill Hotels offers a variety of benefits, including competitive wages & benefits, employee discounts, training & development, career advancement opportunities and more!

Please submit your resume with cover letter, in confidence, to:
People & Culture Department
The Coast Blackcomb Suites at Whistler
Email:  hr@coastblackcombsuites.com

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OHR Springs Management Ltd. would like to thank all interested applicants; however, only those selected for an interview will be contacted.

Grow your career with Coast!