



Hotel Director Search

Job Title: Hotel Director
Organization: Meskwaki Bingo Casino Hotel
Location: Tama, IA
Compensation: \$112,000 - \$145,000 Annually (dependent on experience)
TO APPLY: Email resume to staffing@valliant.com

Meskwaki Bingo Casino Hotel (MBCH) is seeking a dynamic and experienced **Hotel Director** to lead the operations of a newly renovated 400-room hotel. This is a unique opportunity to make a meaningful impact on the Meskwaki Tribe and surrounding communities by fostering a strong Tribal economy and supporting essential community initiatives. MBCH offers employees a collaborative environment focused on learning and growth, with opportunities for career development.

POSITION OVERVIEW

The Hotel Director will serve as a key member of the MBCH leadership team and will be responsible for leading the operations of all hotel departments in support of the Casino Hotel's strategic goals. The ideal candidate will have prior experience in hotel management within the gaming industry and will understand how the goals of the hotel align with the broader organizational goals.

KEY RESPONSIBILITIES

- Oversee the day-to-day operations of the hotel, including front and back-of-house hotel operations, retail, and guest services.
- Develop and implement efficient operational procedures to enhance guest satisfaction, optimize resources, and maximize revenue.
- Collaborate and coordinate hotel operations with gaming operations and the marketing department et al. to ensure adequate room inventory for casino VIPs.
- Monitor and analyze key performance indicators to identify areas for improvement and implement corrective measures.
- Develop and manage the hotel's annual budget to achieve revenue and profit targets.
- Implement cost-control measures and revenue optimization strategies without compromising service quality.
- Analyze financial reports and market trends to identify opportunities for revenue growth and cost efficiencies. Use "yield management" techniques to optimize revenue.
- Ensure the hotel's compliance with applicable regulations, safety standards, and casino policies.
- Oversee quality assurance initiatives to maintain the highest standards of cleanliness, maintenance, and guest satisfaction.

- Ensure the delivery of exceptional guest experiences throughout their stay at the hotel by championing a guest-centric culture.
- Collaborate with department heads to maintain the highest quality of guest services, focusing on guest feedback and continuous improvement.
- Recruit, train, and evaluate staff, promoting effective communication, teamwork, and continuous improvement across departments.
- Champion an employee-centric culture by prioritizing staff well-being and engagement.

QUALIFICATIONS

- Bachelor's degree in hospitality management, Business Administration, or a related field.
- Six (6) years of proven hotel management experience, preferably in a casino resort setting, across all aspects of hotel operations including guest services, front and back-of-house hotel operations, and retail operations.
- Strong financial acumen with experience in budgeting, data analysis, forecasting, and revenue management.
- Familiarity with gaming regulations and an understanding of the interplay between the hotel and casino operations preferred.
- Experience with conference center sales in a gaming market.

Note to Applicants: This search is being conducted by Grace Lerner of Valliant Consulting Group. Successful candidate must be able to pass an in-depth background check and obtain a high-security gaming license. Preference in filling all vacancies will be given to qualified Native American candidates.

TO APPLY: Please send a resume to Valliant Consulting Group at staffing@valliant.com with "Hotel Director Application" in the subject line. If you require reasonable accommodations, please reach out to us and we will be happy to work with you.