



## Mana Operations Manager

**Mana Earthly Paradise (Mana)** is a next-gen eco hotel, run by a social enterprise Earth Company, where sustainability and regeneration are at the forefront of everything we do. From our eco facility using solar power and rainwater harvesting to our farm-to-table Indo-Japanese restaurant and conscious store, Mana strives to be a responsible business. In October 2022, Mana became the first B corp certified hotel in Southeast Asia.

For more information:

[www.manaubud.com](http://www.manaubud.com)

[www.instagram.com/manaubud/](https://www.instagram.com/manaubud/)

### Requirements for Operations Manager

(Please carefully read the points below before applying)

- 3-5 years of relevant experience serving as an operations manager for other companies.
- Proficiency in both English and Bahasa Indonesia - written and spoken.
- Proficiency in key features of the Google Workspace including Drive, Gmail, Meet, Forms, and especially Docs, Sheets (Excel spreadsheets), and Slides (powerpoint).
- A proactive communicator with a can-do attitude who can manage complexity.
- Passion for sustainability and regeneration. Yes, this is super important!
- Indonesian citizenship (or legally entitled to work in Indonesia).
- (If you do not meet all the above criteria, but think you are the best candidate for this position, please apply and explain your motivation and shortcomings in the cover letter).

**If you fulfill the requirements above and would like to join our team:**

Please send the following three items to [jobs-bali@earthcompany.info](mailto:jobs-bali@earthcompany.info)

1. Your CV.
2. A cover letter in English, explaining your passion and experiences.
3. A 1-min video, explaining why you are the perfect candidate for the position. As emailing video files is heavy, please send us a link to your video.



## Job Description

Oversee the entire operations of Mana Earthly Paradise. Operations including front office, housekeeping, gardening, food service, store, security, IT, maintenance (eco technologies). Report to the management / owner.

### 1. Tasks

#### Managerial Task:

- Be responsible for the overall management of the property daily operations.
- Supervise and work with all department leaders / supervisors to efficiently and effectively run the property.
- Lead the ground team to ensure each person on the ground has the morale, good teamwork, and skills to express their work potential fully.
- Monitor coordination between all departments for smooth and efficient operations.
- Ensure SOP implementation in all departments and use the SOP for routine operational checks.
- Provide timely and constructive feedback to the management / owner as and when required either formally or informally.
- Hold regular team meetings with all department leaders / supervisors to discuss routine operational matters, sales targets, guest feedback, action taken for service recovery, also HR issues, etc. Minutes of the meeting to be sent to the management / owner.
- Conduct weekly / monthly meetings with the management / owner for enquiry, follow up, and conversion for business growth.

#### Daily Department Routine:

- Ensure the premises and all facilities are in operative condition as per category of the unit / section to receive and serve guests.
- Randomly inspect the Restaurant and Market to check the stock in hand (quality, par stock levels, expiry, etc.) with the Kitchen team and Store Manager.
- Inspect for cleanliness, ambience, staff & service readiness, and hospitality culture.
- Assess and review customer satisfaction and service recovery process.

#### Staff Management & Community Relation:

- In order to resolve urgent problems in times of emergencies, be available on call even when not working on site (or, if cannot be available, make necessary arrangements in advance with the management / owner).
- Monitor and maintain operation & overhead cost in order to maintain maximum revenue to the organization.
- Identifying staff learning needs and assisting with development.



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- Meet with all department leaders / supervisors to review & train the staff needed for better performance and work knowledge.
- Organise the onboarding and offboarding processes for Mana staff.
- Other necessary government relations duty and Banjar relations duty requested by the management / owner.

Purchasing & Finance Assistance:

- Monitor the purchase / indent / requisitions of each department, the accounts receivable and accounts payable (payable to the vendors / suppliers, etc.).
- Deal with suppliers / vendors for quality products involving and providing performance assessment of vendors every quarter to the management / owner.
- Purchase materials for marketing, promotions and in-house products such as bottles, eco bags, roll banners, flyers, etc.
- Create payment request for items like above.

2. Policies and Procedures

Ongoing development and implementation of operation policies and procedures in conjunction with the management.

3. Other tasks as necessary and requested by the management, owner and other members.