



JAC Recruitment

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Indonesia

PR/122913 | Resort Manager

Job Information

Recruiter[JAC Recruitment Indonesia](#)**Job ID**

1541727

Industry

Real Estate Brokerage, Management

Job Type

Permanent Full-time

Location

Indonesia

Salary

Negotiable, based on experience

Refreshed

May 20th, 2025 13:17

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Pre-Opening & Strategic Planning

- Lead the entire pre-opening process, including hiring, training, vendor selection, and setting up operational systems.
- Develop and implement Standard Operating Procedures (SOPs) for all departments.
- Establish relationships with local authorities, vendors, and key stakeholders to ensure a smooth opening.
- Ensure all licenses, permits, and legal requirements are met for compliance with Indonesian hospitality regulations.

Revenue Management & Marketing

- Develop and execute dynamic pricing strategies to maximize revenue and optimize occupancy.
- Manage distribution channels, including OTAs, direct bookings, travel agents, and strategic partnerships.
- Oversee digital marketing efforts, including social media, website content, and online reputation management.
- Work with PR and media outlets to position the villas as a top-tier luxury destination.
- Analyze market trends and competitors to adjust pricing, marketing, and promotions accordingly.

Operations & Guest Experience

- Oversee daily operations, ensuring smooth service, cleanliness, and attention to detail.

- Implement guest service excellence standards, ensuring VIP guests receive personalized, high-touch experiences.
- Handle escalated guest concerns professionally, ensuring resolution that aligns with luxury hospitality standards.
- Maintain high quality control standards for F&B, housekeeping, spa services, and villa maintenance.
- Monitor and ensure consistent guest feedback through surveys, online reviews, and direct interactions.

Financial & Business Management

- Develop and manage budgets, forecasts, and financial reports to meet revenue and profit goals.
- Oversee cost control, purchasing, and supplier negotiations to maintain operational efficiency.
- Ensure proper inventory management for supplies, F&B, and maintenance resources.
- Implement sustainability initiatives in line with eco-conscious luxury trends.

Team Leadership & Development

- Recruit, train, and mentor a high-performing multicultural team with a focus on Balinese hospitality.
- Foster a positive, service-driven work culture with professional development opportunities.
- Ensure fair HR policies, compliance with labor laws, and employee engagement initiatives.
- Conduct regular performance evaluations and training programs to maintain service excellence.

Company Description