

Spark



POSITION: Entertainment Manager

LOCATION: Maho Beach, Sint Maarten

REPORTING STRUCTURE

Reports To: General Manager

POSITION SUMMARY

The Entertainment Manager is responsible for the overall entertainment of guests on a daily basis both in the Resort and the Casinos. He/she should be able to maintain high standards in all areas of service, quality and operations, while maximizing profitability and generating revenue. The Entertainment Manager must engage our guests in challenging, safe and exciting day and evening programs. These programs must be done with enthusiasm which fulfills the aims and objectives of high-quality recreation.

QUALIFICATIONS

Hiring Requirements

1. 5-year proven work experience in a managerial position in the Entertainment Department within the Hospitality field with a proven track record of leading and managing activities for adults and children
2. Cruise ship experience, while not compulsory will be a great asset
3. Strong management skills in multicultural and dynamic environment
4. Prior knowledge of working in the entertainment field within the Caribbean would be an asset
5. Knowledge of the principles and processes involved in entertainment business and organizational planning, coordination and execution including resource allocations.

6. Previous hotel-related and all-inclusive experience is desired but not compulsory. You will either need point #2 or #6 to qualify for the position. Both would be preferred.
7. Manage all entertainment activities related to the Casino including shows, cast teams, technicians, costume design and theatrical equipment
8. Experience with various instruments as well as familiarity with a variety of audio equipment (Karaoke Audio Systems and Mixing Boards, etc)
9. Strong management skills
10. Strong communication, problem solving, decision making and interpersonal skills
11. Certification in swimming
12. Ability to design and implement fun, engaging and safe entertainment programs whereby able to:
 - a. Perform in live shows (dance, model, sing and act)
 - b. Able to host shows and events
 - c. Able to do water activities
13. Strong writing and record keeping ability for reports

Language Requirements

1. Must have high level of proficiency in English-writing and speaking
2. Other language such as Spanish, French, Dutch and/or Italian are an asset

ESSENTIAL DUTIES & RESPONSIBILITIES:

General

1. Day to day management of the daytime, evening and Entertainment Venue product
2. Ensuring all key guest facing and internal points of information are in place
3. Act as the primary master of Ceremony for shows and events
4. Close working relationship with F&B
5. Management of resort ambience and technical aspects of operation

6. Ensure an engaging and varied entertainment experience across both properties and where required the broader destination
7. Deliver the highest standards of health and safety ensuring all activities are delivered in a safe and fun way
8. Keep venues in the best working condition and execute in accordance with the advertised timings
9. Monitor provision levels, requisitions and operational budget
10. Responsible for optimizing on site revenue and meeting or exceeding overall planned revenue
11. Works in conjunction with the general manager to develop goals and long-term strategies for the property
12. Works with all positions within the entertainment department for the ongoing improvement of the activities and entertainment program
13. Responsible for creating, monitoring & modifying the property's entertainment schedule to include activities, music, shows, movies etc.
 - a. Refreshes current activities based on guest demographics, comments & ratings and itinerary fluctuations.
 - b. Monitors the status ratings, comments and targets to meet assigned goals.
14. Significant front-of-house time is expected to monitor guest traffic, habits & patterns in order to continually maximize revenue & the guest experience through entertainment scheduling.
15. Maintains a strong floor presence and actively engages with guests when moving throughout public areas.
16. Participates with the management team in formulating operating decisions regarding early arrivals, late departures, itinerary changes, etc. Is an active participant in the above as needed to enhance the guest experience.
17. Manages & coordinates holidays and special events. Works in conjunction with management to plan and integrate all departments and product offerings to enhance the guest experience through a variety of mediums.

Communication

18. Ensure App & Kiosk are up to date
19. What's On-Board
20. Daily schedules circulated accordingly

21. Attend weekly meetings with Resort & Casino Management
22. Attend daily Ops briefings with other HODs

Technical

23. BGM systems & resort ambience
24. Event lighting
25. AV Store & Event Setup
26. AV & Lighting across MV/CR/MB/OP
27. Corp Event Setup and manning as required
28. Village systems for special events & carnival
29. Any other special projects

Banqueting & Events

30. Manage AV Provision & Entertainment Services

Management of The Beach House Kids Club

31. Manning (hours)
32. Daytime & evening schedules
33. Babysitting provision
34. Character experiences
35. Inventories & audits
36. Upkeep & maintenance of Beach House Crew characters

Teen Zone

37. Manning
38. Daytime & evening schedules
39. Inventories & audits

Casino Royale Theatre

40. Management of prop and costume assets

41. Responsible for the health and safety of the production team
42. Organize and manage show for the Maho Village
43. Responsible to organize all marketing collateral fo the casino entertainment produce
44. Work closely with the Director of Casino Marketing

Leadership

45. Production consultant (AV & Tech Provision across resorts, village & theatre)
46. Show team leader
47. Family product supervisor
48. Entertainment coordinator

While performing the duties of this job, the resort employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Please note that the above requirements are just a guide and other tasks may be assigned by management.

Last but not least, failure in complying with the set rules and requirements established by the company and outlined in this job description, will lead to immediate dismissal