

Delivering Successful Events, THE BORNEO WAY

The Borneo Convention Centre Kuching (BCKK) is the first international purpose-built convention centre in Sarawak, Malaysia. BCKK serves the Meetings, Incentives, Conventions and Exhibitions (MICE) industry at local, national, regional and international levels.

We are currently looking to hire **DIRECTOR OF OPERATIONS to join our organization**. The incumbent shall lead the Operations teams with a transformational perspective, managing a spectrum of operations in delivering high quality service to support the accomplishment of the Centre's strategic goals. The successful candidate should already be established in a similar role or is an experienced food and beverage director with work experience in South East Asia from a five-star hotel background with significant convention and/or exhibition facilities.

Responsibilities:

- Oversee all food & beverage operations and room set-ups for all events meeting clients' requirements in a professional manner. Participate as a member in the Senior Management Committee and attend scheduled Senior Management Meetings as well as Board of Directors Meetings.
- Monitor and control departmental expenses and be instrumental in determining pricing in conjunction with Management's guidelines.
- Oversee the delivery of high quality service in accordance with Standard Operating Procedures, at a cost commensurate with the budget guidelines.
- Ensure that the relevant State's licensing laws and regulations (liquor, Halal, OH&S etc.) are adhered to.
- Ensure that the highest possible standards of hygiene are maintained and ISO22000 & 9001 management system requirements are fully met.
- Provide regular reports to Management on BCKK's operations to monitor profitability and to effect necessary action, where applicable.
- Conduct scheduled operations meetings and briefings to ensure all events are fully coordinated with other relevant departments within the Centre.
- Oversee and coordinate all offsite food & beverage operations.
- Be responsible for the day-to-day management of Operations teams which includes Event Management, Customer Relations, Food and Beverage, Building Maintenance, Security, Housekeeping and Stewarding, Audio Visual and The Raintree Restaurant and The Raintree Cafe.

Requirements:

- Candidates must possess at least a professional certificate, bachelor's degree in business studies/management, food & services management/hospitality/tourism management or equivalent
- At least 8 years of work experience in the related field with proven success record in setting strategies and KPIs to meet organizational goals
- Preferably senior managers specializing in food & beverage, event management or equivalent
- Sound financial acumen with entrepreneurial mindset and integrity
- Applicants must be willing to work in Kuching, Sarawak

Competencies/Skills:

- Aggressive and result-oriented with excellent people management skills
- Ability to manage and mentor different levels of employees
- Professional "get it done" attitude and strong attention to detail
- Vibrant and energetic
- Creative and Innovative
- Proficiency in Microsoft Word, Excel, Outlook and Power Point

The above position offers an attractive salary with generous benefits to the successful candidate. If you are looking forward to working for an organization where dedication and commitment come with ease, this may be the next step in your career.

If you are the right person for this job, please write in or submit your application with a detailed CV to:

Borneo Convention Centre Kuching

The Isthmus, Sejingkat

93050 Kuching, Sarawak.

Email address : recruitment@bcck.com.my

Our website : www.bcck.com.my