

At Cityden Group, we help our guests getting the most out of their stay. This is done by creating a smart and convenient space where work and relaxation are in perfect balance. This fits our motto “find your balance” quite perfectly. Cityden Group consists out of 250 units, spread across 11 different locations. We take great care of our apartments but our guests are and remain our priority. Cityden Group is divided into three unique full service labels;

- 1) *Cityden the Garden*; spacious apartments – studios, 1 & 2 bedroom apartments – for both short and long stays. There is a bar/restaurant, a wellness area, food market, fitness room and several meeting rooms. An excellent choice for guests who are used to a higher level of freedom and comfort.
- 2) *Cityden Up*; economically priced studios with a capacity of 2 to 4 people; for both short and long stays. ‘Up’ stands for bringing out the best in each individual. There is a bar/restaurant, fitness room, meeting room and a rooftop terrace on the seventh floor.
- 3) *Cityden Residences*: 1 & 2 bedroom full serviced apartments divided over nine central locations in Amsterdam. Suitable for both business travellers and families with children who want to stay for at least 1 week. Cityden Residences is the best choice for guests who want to be part of the city for whom comfort and freedom is of a high importance.

For **Cityden Residences**, we are looking for:

### **Operations Manager**

*Fulltime, 40 hours a week*

### **Who are we looking for?**

You are a starter and looking for a job with many responsibilities!

For the management of our apartments at unique locations in the city centre of Amsterdam, we are looking for someone who can bear operational responsibility for this. At Cityden, you work in a young team, in an open, spontaneous atmosphere and you get the opportunity to develop yourself. Together we do everything we can to offer our guests the highest service possible. In this position you are responsible for all operational and facility work in the broadest sense of the word.

In addition to managing your direct operational colleagues (trainees and part-timers) you also manage the cleaning and maintenance team and you report directly to the Head of Operations of Cityden Group.

**Tasks & responsibilities**

- Welcoming of our guests and creating a hospitable environment.
- The daily management of operational activities and employees.
- Facilitating a well-kept apartment for all of our guests.
- Management of getting positive reviews on the different booking channels.
- Main point of contact for guests' problems and decisions and acting in unforeseen situations.
- Managing the cleaning team in their daily activities and monitoring of the quality of cleaning.
- Scheduling maintenance work and managing the maintenance team.
- Establishing contact with suppliers for the purchase of required products and services.
- Administratively responsible for operational / facility expenses and incomes.
- The development and implementation of improvement measures in the field of organization and operations.

**What do we offer?**

- A good salary with bonus.
- A fast-growing, young and hip company (not the "standard" hotel) where you have the opportunity to develop you skills.
- An independent job with many responsibilities.
- A nice team with amazing colleagues.
- Going abroad once a year for a city trip with the entire Cityden team.
- Lots of diversity.
- The opportunity to grow with our organization.
- Lots of responsibility, good guidance / training.
- A company scooter.

**What are we looking for?**

- You are the jack-of-all-trades with higher professional education (Bachelor's degree) who is able to continuously think along in order to improve our service.
- You are enthusiastic and communicative.
- You are customer-oriented and a hard worker. Being hospitable is second nature to you and you are not afraid to roll up your sleeves.
- You are creative and an independent thinker.
- You are independent and also flexible.
- You live (preferably) in Amsterdam / Amstelveen.
- You are fluent in Dutch and English.
- You do not have two left hands. Topping up a boiler is no problem for you.
- Relevant work experience (for example in hospitality / hospitality) is an advantage.
- You have no problem that your working hours can run until late or to work during the weekends.
- You are an excellent planner and organizer.

**Interested?**

Send your resume with short cover letter before the 1<sup>st</sup> of June 2019 to [vacatures@cityden.com](mailto:vacatures@cityden.com) and we will contact you as soon as possible!

Acquisition as a result of this vacancy is not appreciated.