

# Operations Manager

This job description outlines the primary responsibilities and expectations for the Operations Manager at Asenka Global. It is not an exhaustive list, and responsibilities may evolve as business needs change.



<b>Position</b>	Operations Manager
<b>Role Type</b>	Operational Team
<b>Work Type</b>	On-site
<b>Location</b>	Gwarinpa, Abuja, FCT
<b>Reports To</b>	CEO
<b>Employment Type</b>	Full-Time
<b>Compensation</b>	<b>₦180,000 - 200,000 monthly</b>
<b>Key Relationships</b>	CEO, Clientele,
<b>About Us</b>	Asenka Global (AG) is a rapidly growing enterprise in the healthcare and wellness sector, operating a chain of <b>pharmacies</b> , a <b>shortlet hospital business</b> , and a nascent <b>healthcare consulting</b> arm.
<b>Role Summary</b>	Asenka Global (AG) is seeking a dedicated and experienced <b>Operations Supervisor</b> to act as the on-site General Manager for our exclusive 12-unit, 3-bedroom premium shortlet apartment complex in Gwarinpa, Abuja.  This role is crucial for ensuring the highest standards of guest



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	<p>experience, facility maintenance, and revenue management.</p> <p>The successful candidate will have full operational control of the unit, overseeing all day-to-day functions, managing staff (Housekeepers, Bar/Pool Attendants), ensuring service delivery excellence, and working closely with the Marketing and Growth Lead to maximize occupancy and profitability.</p>
<b>What We're Looking For</b>	<p>We're looking for someone who is:</p> <ul style="list-style-type: none"><li>• <b>Hospitality-driven</b> - understands guest experience, service standards, and premium shortlet operations.</li><li>• <b>Operationally strong</b> - able to run daily operations smoothly, proactively, and independently.</li><li>• <b>Financially aware</b> - understands cost control, inventory management, and revenue optimization.</li><li>• <b>People-focused</b> - capable of supervising and motivating on-site staff.</li><li>• <b>Detail-oriented</b> - ensures cleanliness, readiness, and quality across all units.</li><li>• <b>Tech-comfortable</b> - able to work with PMS systems, OTAs, and digital communication tools.</li><li>• <b>Customer-centric</b> - handles guest issues with professionalism and urgency.</li><li>• <b>Organized &amp; dependable</b> - manages reporting, schedules, and daily operations consistently.</li></ul>
<b>Requirements/Qualifications</b>	<ul style="list-style-type: none"><li>• 2-5 years of progressive experience in hospitality management, hotel operations, or premium serviced apartment/shortlet.</li><li>• At least one year in a supervisory or managerial role.</li><li>• Strong knowledge of facility management, inventory control, and yield management principles.</li><li>• Strong leadership and team coordination abilities.</li><li>• Good reporting skills using Excel or Google Sheets.</li><li>• Proficiency with property management systems (PMS) and online travel agency (OTA) booking platforms.</li></ul>



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### Key Responsibilities

#### A. General Management & Operational Control

- Oversee full operations of the 12-unit shortlet complex.
- Manage unit profitability, utilities, staff scheduling, supplies, and general cost efficiency.
- Handle booking and yield management to maximize ADR (Average Daily Rate), RevPAR (Revenue Per Available Room), and occupancy in collaboration with Marketing.
- Implement and enforce safety, security, and guest welfare protocols to ensure the well-being of all guests.

#### B. Guest Experience & Hospitality Excellence

- Ensure smooth and professional guest check-in and check-out processes.
- Manage guest requests, complaints, and concierge-style support.
- Conduct daily inspections of all units, common areas (pool, bar), and amenities.
- Maintain the expected premium brand feel and service level.

#### C. Staff & Facility Management

- Recruit, train, supervise, and assess the performance of housekeepers, bar/pool attendants, and support staff.
- Create staff schedules and ensure attendance and shift readiness.
- Oversee facility cleanliness, housekeeping procedures, and guest-ready standards.
- Establish preventive maintenance routines and supervise technical repairs.
- Maintain inventory of linens, consumables, cleaning materials, and bar supplies.

#### D. Sales, Documentation & Reporting

- Track and document occupancy, bookings, sales, revenue, and expenses.
- Prepare daily, weekly, and monthly reports for the CEO.
- Work with the Marketing & Growth Lead to execute rate changes, promotions, and visibility strategies.

#### E. Compliance & Standards

- Ensure adherence to local hospitality, tax, and safety regulations.
- Maintain accurate operational logs, inventory records, incident reports, and facility documentation.
- Support audit checks and operational reviews.



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<b>Key Performance Indicators (KPIs)</b>	<p>These KPIs provide clarity on what success looks like in this role:</p> <p><b>A. Financial &amp; Occupancy</b></p> <ul style="list-style-type: none"><li>• Maintain strong occupancy levels and improve booking conversion rates.</li><li>• Keep operational expenses within approved monthly budgets.</li><li>• Ensure effective pricing to improve Average Daily Rate (ADR) and Revenue Per Available Room (RevPAR).</li></ul> <p><b>B. Guest Experience</b></p> <ul style="list-style-type: none"><li>• Achieve high guest ratings and positive online reviews.</li><li>• Resolve guest issues quickly and maintain high satisfaction scores.</li><li>• Ensure zero recurring complaints related to cleanliness or service quality.</li></ul> <p><b>C. Operational Excellence</b></p> <ul style="list-style-type: none"><li>• Fast turnaround time for maintenance issues.</li><li>• High staff readiness, punctuality, and performance.</li><li>• Maintain facility quality, safety, and documentation accuracy.</li></ul>
<b>Working Structure</b>	<p><b>Reports to:</b> CEO</p> <p><b>Works with:</b></p> <ul style="list-style-type: none"><li>• Marketing &amp; Growth Lead</li><li>• Maintenance Officer and Technicians</li><li>• Housekeepers &amp; Bar/Pool Attendant</li><li>• Finance (reconciliation &amp; payments)</li><li>• HR (staffing &amp; performance)</li></ul>