

[CDI] Assistant Operations Manager (H/F/X) / Temporary Contract / Val-d'Isère

Le Collectionist .

MISSIONS

Founded in 2014, Le Collectionist is the European leader in tailor-made luxury travel, bringing together spectacular homes with exceptional services and experiences, creating unforgettable holiday experiences for groups and families who believe holidays should be unique, lively, and shared.

Our portfolio spans over 50 iconic destinations - from coastlines and countryside escapes to snow-covered peaks and vibrant city streets. Every home is handpicked for its character, beauty, story, then paired with expertly selected services to create the perfect setting for every kind of gathering. It's a different way to travel: smoother, more intimate, and above all, freeing ?

With expert concierges supported by dedicated local teams, we take care of every detail - from thoughtful services for everyday comforts to fully bespoke, once-in-a-lifetime adventures rooted in local culture and tradition. Whether it's arranging a private chef or nanny, securing a vintage car, or privatising a museum, we bring your holiday vision to life.

This position is a 43h contract - to be filled for a duration of 5 months, starting from beginning of October 2026.

? Rôle :

As Assistant Operations Manager, you support the Operations Manager in the daily running of resort operations. You help ensure the delivery of Bramble Ski's high service standards, assist in supervising resort teams, and coordinate logistical and administrative tasks to guarantee a smooth and professional guest experience.

?Responsibilities:

Daily Resort Operations

- Support the Operations Manager in the coordination of all resort services (housekeeping, maintenance, logistics, etc.).
- Ensure chalets are prepared and guest-ready in accordance with brand standards.
- Participate in seasonal openings and closings, including inventories and setup.

Team Support & Supervision

- Assist with the scheduling and oversight of resort staff rotas.
- Act as a point of contact for team members, offering daily operational support.
- Help onboard and train new seasonal staff and support team morale.
- Cover for the Operations Manager during days off or absences.

Guest Experience

- Conduct regular chalet visits to check service quality and guest satisfaction.
- Assist in responding to guest feedback, special requests, and complaints in a professional and timely manner.
- Liaise with the Pre-Arrivals Team to ensure all guest expectations are met pre-arrival.

Administration & Compliance

- Ensure timesheets, maintenance logs, and other key documents are correctly recorded and submitted.
- Help monitor budget use, guest expenses, and owner charges, following internal procedures.

- Ensure all resort activities comply with company policies, legal standards, and safety regulations.

Logistics & Coordination

- Help coordinate deliveries, linen rotations, staff transport, and contractor visits.
- Assist in managing stock levels and resort stores in collaboration with the housekeeping and logistics teams.
- Maintain open communication with suppliers, chalet owners, and other resort departments.

?? Working Hours and Specific Requirements: Our on-site presence and industry standards require working on Saturdays and Sundays (hotel-industry model), particularly during the high season. Work is organized on a rotating basis with the rest of the on-site team, and overtime hours can be taken as time off in lieu.

INFORMATIONS COMPLÉMENTAIRES

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Télétravail	En présentiel

Lieu de travail

Val-d'Isère

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