

# Resort Manager - job post

## [Four Seasons](#)

4.14.1 out of 5 stars

San Diego, CA 92129

\$185,000 - \$200,000 a year - Full-time

## Job details

### Pay

- \$185,000 - \$200,000 a year

### Job type

- Full-time

### Encouraged to apply

- Military encouraged

### Benefits

- Free parking

## Full job description

### About Four Seasons:

Four Seasons is powered by our people. We are a collective of individuals who crave to become better, to push ourselves to new heights and to treat each other as we wish to be treated in return. Our team members around the world create amazing experiences for our guests, residents, and partners through a commitment to luxury with genuine heart. We know that the best way to enable our people to deliver these exceptional guest experiences is through a world-class employee experience and company culture.

At Four Seasons, we believe in recognizing a familiar face, welcoming a new one and treating everyone we meet the way we would want to be treated ourselves. Whether you work with us, stay with us, live with us or discover with us, we believe our purpose is to create impressions that will stay with you for a lifetime. It comes from our belief that life is richer when we truly connect to the people and the world around us.

### About the location:

Your West Coast home away from home. Rolling foothills and postcard-worthy views of sun and surf surround our idyllic Residence Club, where families and pleasure-seekers of all ages come to play. Tucked away in the laid-back coastal town of Carlsbad, California, just half an hour north of San Diego, it offers miles of uncrowded beaches and some of the best golf courses in North America. Allow our pre-arrival Concierge to stock your villa's kitchen fully, sign up for group classes in our open-air Yoga Pavilion and stay as long as you'd like.

### Unique Residence Club Elements & Bespoke Positioning:

- FSRCA transitioned to a stand-alone residential operation in June 2010. FSRCA celebrated its 25 year anniversary in 2024.
- FSRCA has approximately 3,575 owners that purchased a floating deed (interval), allowing them use of a two-bedroom unit for 7 nights. Size of the units are 1,675 sq. ft. Residence Club owners own time but do not physically own a unit.
- There are 6,864 intervals, the developer sold out the project in 2010.
- FSRCA owners check in on Friday, Saturday or Sunday, weekends are very demanding on the operation.
- FSRCA has two seasons, Platinum and Gold. Platinum Seasons runs June 15th – October 15th, July & August occupancy exceeds 90%. All FSRCA owners pay an annual assessment in order to utilize their unit.
- The local team manages the rental program with annual revenue of \$5m
- In 2015, FSRCA underwent a \$7.5m renovation; adding a three-meal restaurant and a Spa with three treatment rooms.
- In 2019, FSRA completed the development of 2.2 acres, including a recreational center, employee parking and storage.
- In 2025, FSRA completed a Villa, Clubhouse, Fitness Center renovation, approx. \$22.5m

Four Seasons Residence Club Aviara operates two business models simultaneously. Four Seasons manages the Timeshare business model governed by CC&R's, By-Laws and Rules & Regulations and is the managing agent for the rental program. The rental program has approximately 25 keys per day, producing \$5m in revenue. Aviara utilizes the same distribution channels as all Four Seasons properties to market and rent our Villas.

The Resort Manager will be the head of division for the food and beverage division which consists of a three-meal restaurant, barista & pastry bar, two swimming pools, in-villa dining and expanding our catering business. The Resort Manager is expected to foster trusting relationships with a highly engaged Board of Directors. The Resort Manager is expected to continuously enhance Aviara owner recognition through innovative practices, ideation and buy in from the highly engaged team. The Resort Manager will be directly involved in HOA governance, previous residential operations experience is beneficial.

For the rental program, the Resort Manager is expected to be an ambassador for our rental guests, including ELITE guests. In the absence of the VP/GM, the Resort Manager will oversee the entire operation of the Residence Club. They will take an active role in enhancing the rental guest experience and will partner with the Villa Sales and Marketing/Public Relations team to ensure we stay relevant in our market, have content and character stories to share and brainstorm on areas where we can enhance our positioning in the San Diego market.

The Resort Manager will be highly engaged with the Food and Beverage Division. As the head of division, the Resort Manager will support the leaders to re-imagine our F&B offerings and expand our catering business.

### **Key Experiences and Skills Required**

- Ability to motivate, inspire and coach new leadership team
- Strong Food and Beverage background, emphasis on innovation, service and product
- Passion to drive innovative offerings and best in class recognition for guests and owners

### **People**

Aviara is fortunate to have a deeply tenured employee base, with many team members serving since 1998, particularly within the housekeeping and engineering departments. A critical responsibility of the Resort Manager will be building strong, respectful, and engaged relationships with these long-serving teams to ensure continued property success.

At the same time, the Resort Manager will play a pivotal role in developing the next generation of Four Seasons leaders. By forming meaningful connections with emerging leaders early in their careers, the Resort Manager must demonstrate the ability to motivate, inspire, and coach. This dual focus, honoring and engaging tenured employees while cultivating and growing new leaders, will be essential for navigating high occupancy demands, overcoming recruitment challenges, and sustaining strong employee engagement scores.

## **Product**

In the coming year (2026), the Resort Manager will be leading the Food and Beverage division as the property focuses on re-imaging our entire culinary and beverage offerings. Additionally, the resort manager will be instrumental in the implementation of catering services on our 7,000 sq foot recreational lawn.

The Resort Manager will be taking the lead on elevating recognition and driving innovative offerings for our owners and rental guests. The Resort Manager will play a key role in elevating our GES scores by working with our Guest Experience Manager and Department Heads. The Resort Manager will support our project manager to identify and execute Aviara's Capital projects as well as a working knowledge of the most recent Reserve study.

## **Profit**

Understanding how to operate a not-for-profit business model is a new concept for many managers coming from a traditional hotel operation. Annual HOA budgets are approved by the Board of Directors and any deviations from the “plan” require Board approval. Managing expenses is a critical aspect of this role as well as creative problem solving. A strong focus on labor management, managing expenses and exploring new revenue streams is expected.

## **What we offer:**

- Salary Range: \$185,000.00-\$200,000.00
- 401(k) Retirement Savings Plan
- Excellent training and development opportunities
- Exclusive discount and travel programs with Four Seasons Hotels and Resorts
- Complimentary dry cleaning for employee uniforms
- Complimentary employee meals

Four Seasons is an Equal Opportunity, Affirmative Action employer. Minorities, women, veterans, and individuals with disabilities are encouraged to apply. To access the 'EEOC is The Law' Information poster please visit this website -

[https://eeoc.gov/sites/default/files/migrated\\_files/employers/poster\\_screen\\_reader\\_optimized.pdf](https://eeoc.gov/sites/default/files/migrated_files/employers/poster_screen_reader_optimized.pdf)