

MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

JOB DESCRIPTION

F/TC/26 Rev01

Job Title:	Asst. Accommodation Manager	Level:	4
Reporting to:	Accommodation Manager	Department:	People & Culture
Responsible for:	Heartists in Staff Accommodation	Date:	23 September 2026

OBJECTIVE:

- To support the smooth and efficient operation of Heartist accommodation by ensuring high standards of cleanliness, safety, maintenance, compliance, and employee welfare while providing prompt and effective support to the Accommodation Manager.
- To represent Mercure's brand and its values at all times, to establish relationships and to deliver an exceptional guest experience and promote the French Elegance.

KEY DUTIES & RESPONSIBILITIES :

Accommodation Operations & Room Management

- Assist the Accommodation Manager in overseeing the day-to-day operations of Heartist accommodation.
- Manage and coordinate Heartist check-ins, check-outs, room transfers, and room assignments in accordance with accommodation policies and procedures.
- Maintain accurate and up-to-date records of occupancy, room allocations, vacant rooms, and maintenance requests.
- Conduct regular inspections of Heartist rooms, common areas, kitchens, recreational facilities, and other accommodation areas to ensure cleanliness, safety, and proper maintenance.
- Assist in monitoring accommodation housekeeping schedules and ensure cleaning standards are consistently maintained.
- Follow up on room readiness, cleaning, maintenance, and other accommodation-related requirements.
- Ensure accommodation rules and regulations are communicated to Heartists and properly followed.

Employee Relations & Incident Management

- Serve as a point of contact for Heartists regarding accommodation-related concerns, requests, and day-to-day issues.
- Handle accommodation complaints, conflicts, and incidents professionally, fairly, and confidentially, escalating serious matters to the Accommodation Manager.
- Prepare and maintain incident reports, inspection records, and other accommodation-related documentation.
- Assist in preparing periodic accommodation status and occupancy reports.
- Coordinate with People & Culture regarding new joiners, resignations, room allocations, transfers, and other accommodation-related matters.
- Support the Accommodation Manager in maintaining positive Heartist relations and promoting a safe, respectful, and comfortable living environment.

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Maintenance & Facilities Management

- Coordinate and follow up with Engineering and external contractors regarding preventive and corrective maintenance requirements.
- Conduct regular checks of accommodation facilities and promptly report maintenance defects, damages, and potential hazards.
- Maintain proper control and records of accommodation inventory, including furniture, fixtures, keys, appliances, equipment, and other assets.
- Assist in monitoring the condition and availability of accommodation facilities and equipment.
- Support the Accommodation Manager in implementing cost-control and energy-saving initiatives.
- Monitor utilities usage, including electricity and water consumption, and report unusual or excessive usage.

Administration & Reporting

- Maintain accurate accommodation records, including occupancy, room allocation, key issuance, inventory, inspections, and maintenance follow-up.
- Assist in preparing daily, weekly, and monthly accommodation reports as required.
- Monitor accommodation vacancies and support effective utilization of available rooms.
- Ensure proper documentation and filing of accommodation-related records.
- Assist the Accommodation Manager with audits, inspections, and compliance requirements.

Team Coordination & Supervision

- Assist in coordinating the daily activities of accommodation attendants, housekeeping teams, and other support staff assigned to Heartist accommodation.
- Provide guidance and support to accommodation team members to ensure consistent service and operational standards.
- Monitor the performance and work standards of assigned accommodation staff and report concerns to the Accommodation Manager.
- Promote effective communication and cooperation between Accommodation, People & Culture, Engineering, Security, Housekeeping, and other relevant departments.

Tenant Sourcing & Contract Administration

- Source and identify potential tenants for available accommodation units as instructed by management.
- Coordinate with prospective tenants regarding accommodation availability, requirements, viewing arrangements, and related inquiries.
- Coordinate with the Finance team and relevant departments regarding tenant contracts, documentation, payments, deposits, and other financial or administrative requirements.
- Assist in coordinating the preparation, execution, renewal, and termination of existing tenant contracts in accordance with management instructions and agreed terms.
- Coordinate tenant move-ins, move-outs, and unit handovers, ensuring all required documentation is completed.
- Maintain accurate tenant, occupancy, and contract records and escalate any tenant-related or contractual issues to the Accommodation Manager.
- Support management in maximizing occupancy and effective utilization of available accommodation units.

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MISCELLANEOUS

- Act as a reliever and provide necessary support in the absence of the Accommodation Manager, ensuring continuity of daily accommodation operations.
- Perform other tasks as required to support accommodation operations and Heartist welfare.
- Perform additional duties related to Heartist accommodation operations as assigned by management.
- Comply with every reasonable request from hierarchical supervisor(s) within a reasonable amount of time under normal circumstances.
- Assist other departments or perform other duties in the hotel as and when required based on business needs.
- Heartist is required to comply with every reasonable request from their hierarchical supervisor(s) within an amount of time that it takes to comply under normal circumstances.
- Heartist may be assigned to other duties in the hotel as and when required by business levels.

GENERAL DUTIES

Health and Safety

- Ensure Heartist accommodation complies with hotel standards, local authority regulations, and health and safety requirements.
- Coordinate with Security to maintain a safe and secure accommodation environment and ensure compliance with accommodation policies.
- Conduct regular checks to identify potential and existing hazards and ensure they are reported and rectified promptly.
- Assist in monitoring AC temperature, utilities, and general environmental conditions within the accommodation.
- Ensure emergency exits, fire equipment, and other safety facilities remain accessible and properly maintained.
- Be fully conversant with departmental Fire, Emergency, and Bomb procedures and participate in required drills and emergency preparedness activities.
- Ensure Heartists follow safe practices and accommodation safety regulations.
- Promote safe manual handling techniques and safe working practices in accordance with Accor Health, Safety and Environment policies.
- Support initiatives aimed at reducing environmental impact, conserving energy, and preventing pollution.

Confidentiality

- Ensure confidentiality and secure storage of all intellectual property and data bases, both hard copy and electronic. Adhere to Accor Internet and Email policy
- Ensure Hotel, Customer and Staff information or transactions are kept confidential during or after employment with the company.

To be fully conversant with:

- Hotel fire procedures
- Hotel security procedures
- Hotel Health and Safety policy and procedures
- Hotel Facilities and attractions

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- Hotel standards of operation and departmental procedures
- Mercure Appearance guidelines
- Mercure vision and its corresponding strategies
- Methods of accepted payment of the company
- Short- and long-term company marketing promotions

Our team and working environment:

Located along Sheikh Zayed Road in Barsha Heights right next to Dubai Internet City Metro Station. The hotel is nestled in the key business and commercial district of Dubai Media City, Dubai Knowledge Park and Dubai Internet City. Mercure Dubai Hotel offers a unique hospitality experience for business & leisure travellers and well as for long stays at an affordable price. Close proximity to Mall of the Emirates, Palm Jumeirah and major tourist attractions.

An elegant hotel with 1015 suites and apartments spread over 41 floors. Each contemporary room features floor to ceiling windows that have exceptional views of the city & skyline. For meetings, trainings and social events the hotel offers an extensive range of multi-functional meeting and event spaces.

Our commitment to Diversity & Inclusion:

We are an inclusive company and our ambition is to attract, recruit and promote diverse talent.

Disclaimer: Mercure Hotel Suites & Apartments shall provide an equal opportunity in all aspects of employment and career progress when it comes to gender, nationality, religion, ethnicity, disability and shall not tolerate any illegal discrimination or harassment of any kind.

Why work for Accor?

We are far more than a worldwide leader. We welcome you as you are and you can find a job and brand that matches your personality. We support you to grow and learn every day, making sure that work brings purpose to your life, so that during your journey with us, you can continue to explore Accor's limitless possibilities

By joining Accor, every chapter of your story is yours to write and together we can imagine tomorrow's hospitality. Discover the life that awaits you at Accor, visit <https://careers.accor.com/>

Do what you love, care for the world, dare to challenge the status quo! **#BELIMITLESS**