

Duty Manager

Job Location

Level 3, The Terrace 10 Featherston Street, 6011, Wellington , Wellington, New Zealand

Remote work from: NZ

Base Salary

USD 3,500 - USD 4,500

Qualifications

Graduate Pass (Bachelor's degree preferred, or National Diploma in Hospitality – Operational Management (Level 5) with relevant experience)

Employment Type

Full time

Experience

1-2 Years in a supervisory or management role within the hospitality or service industry.

Skills

Strong leadership, exceptional problem-solving, effective team management, compliance knowledge (including local liquor and health/safety laws), excellent customer focus, and proficiency in hotel operating systems.

Responsibilities

Oversee daily hotel operations, manage guest service and experience, handle staff supervision across departments, ensure compliance with all operational and regulatory standards, and manage shift-specific issues.

Description

Zenith Hotel Group is thrilled to announce an opening for a motivated and customer-focused **Duty Manager** to join our vibrant team in the beautiful **Wellington Region, New Zealand**. We are targeting lower-level or experienced candidates ready to take the next step in their hospitality career and embrace a leadership role in a dynamic hotel environment.

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As a Duty Manager, you will be a visible and essential part of the hotel's management presence, responsible for ensuring the smooth and efficient running of

Hiring organization

Zenith Hotel Group

Date posted

November 1, 2025

Valid through

13.06.2026

all day-to-day operations during your assigned shift. Based at our prominent location at **Level 3, The Terrace, 10 Featherston Street, Wellington**, you will act as the key liaison between all departments—including Food and Beverage, Front Office, and Housekeeping—ensuring a seamless and high-quality experience for all our guests. This role is perfect for a natural leader with a proactive approach to guest satisfaction and team development.

Your responsibilities will be diverse and challenging, from managing the flow of customer check-ins and check-outs to promptly and professionally resolving any guest complaints or operational issues that arise. You will be instrumental in supervising front-of-house staff, assisting department heads as required, and ensuring all areas of the hotel maintain our high standards of service and presentation. Compliance is critical, and you will be tasked with monitoring health and safety protocols, upholding local licensing regulations, and ensuring the security of the premises and all personnel. Strong communication skills are paramount, as you will be interacting with guests, staff, and upper management continuously throughout your shifts. We require candidates who are flexible and prepared to work a variety of shifts, including evenings, weekends, and public holidays, reflective of the 24/7 nature of the hospitality industry.

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