



Company: PUERTO FANTASÍA S. DE R.L. DE C.V.

Job Opportunity: Director of Resort Operations & Leisure Management

Location: Playa del Carmen, QROO, Mexico

Department: Resort Operations

Reports to: Group CEO (Matt S. Ziegler)

Type: Full-time | Executive Level

Start Date: As soon as possible

About Us

Puerto Fantasia is one of the most ambitious theme park and resort developments in the Americas. As part of the Puerto Fantasia Group, our mission is to create unforgettable experiences rooted in creativity, culture, and sustainability. With a planned capacity of up to 6 million visits annually, we are building a new benchmark in the leisure and resort industry.

Your Role

We are seeking an experienced and visionary Director of Resort Operations & Leisure Management to lead and manage all operational aspects of our resort and theme park in Playa del Carmen. Reporting directly to the Group CEO, you will be responsible for ensuring exceptional guest experiences, operational excellence, and the coordination of cross-functional resort activities.

Key Responsibilities

- Lead and oversee day-to-day resort and theme park operations (hotels, attractions, F&B, retail, guest services).
- Implement and manage operating procedures that ensure safety, quality, and efficiency.



- Develop and execute strategies to maximize guest satisfaction, revenue, and operational performance.
- Coordinate with the Creative, Finance, HR, Maintenance, and Marketing departments.
- Manage seasonal events and leisure programming in alignment with brand values.
- Lead and mentor department heads and large operational teams.
- Ensure regulatory compliance and adherence to sustainability goals.
- Prepare budgets, reports, and KPIs for executive leadership.

Requirements

- Minimum 8 years of leadership experience in resort, theme park, or leisure industry operations.
- Proven track record in managing complex resort environments with high visitor traffic.
- Strong interpersonal and leadership skills with a hands-on, solution-oriented approach.
- Fluency in English and Spanish required (written and spoken).
- Degree in Hospitality, Business Administration, Tourism Management or similar.
- Excellent communication, organizational, and project management abilities.
- Experience working in Latin America or similar international settings is a strong plus.

What We Offer

- A leadership position in one of the most exciting new resort projects in the world.
- Attractive executive compensation and relocation package.
- Creative and dynamic working environment with growth opportunities.



- Office based in Playa del Carmen, with direct impact on the future of tourism in the region.

How to Apply:

Online Application Process: You can also submit your application via the official application form on our website. [Apply here](#)

Please send your resume and a short motivation letter (in English) to:
careers@puertofantasiagroup.com

Subject: Application - Director of Resort Operations & Leisure Management