



## JOB DESCRIPTION

**POSITION:** Operations Manager

**IMMEDIATE SUPERVISOR:** General Manager

### **JOB SUMMARY:**

Assist in managing the day to day activities of hotel operations to ensure guest satisfaction and maximize hotel profitability. Serve as the General Manager in his/her absence.

### **ESSENTIAL DUTIES:**

- Oversee the day-to-day operations and assignments of the hotel staff; assist the General Manager in the development and communication of departmental strategies and goals.
- Recommend and/or initiate salary, disciplinary, or other staffing/human resources-related actions in accordance with Company rules and policies. Alert General Manager of potentially serious issues.
- Ensure all staff is properly trained and have the tools and equipment needed to effectively carry out their job functions.
- Assist General Manager in the development, implementation and monitoring of financial and operational plans for operations for Front Office, Revenue, Reservation, Housekeeping, and Maintenance.
- Monitor and report variances against budget; and control labor costs and other expenses.
- Establish and implement appropriate service recovery guidelines in order to ensure complete guest satisfaction.
- Respond to guest complaints or concerns in a prompt and professional manner.
- Register guests, issue room keys, provide information on hotel services and room location. Answer phones in prompt and courteous manner.

### **OTHER DUTIES & RESPONSIBILITIES:**

- Serve as Manager on Duty as assigned.
- Promote teamwork and quality service through daily communication and coordination with other shifts and departmental management.
- Interact with outside contacts, vendors, regulatory agencies, and owners.
- Perform other duties as assigned.
- Frequently standing and moving about the facilities
- Carrying or lifting items weighing up to 25 pounds.
- Using a computer/keyboard to generate correspondence, reports, etc.

### **QUALIFICATIONS & REQUIREMENTS:**

- Bachelors degree in Hotel Administration, Business Administration or equivalent
- Three years guest service/hotel experience with at least two years in a supervisory capacity, or an equivalent combination of education and experience.

Initials / Date \_\_\_\_\_ / \_\_\_\_\_

- Basic knowledge of computers and software including ability to use e-mail, word processing, spreadsheet software and hotel management system.
- Previous hotel experience of similar size and complexity preferred.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; talk or hear; and taste or smell. The employee frequently is required to reach with hands and arms. The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Must speak fluent English. Spanish language skills preferred.
- The employee must be able to work a flexible schedule at the property. Depending on business demands this individual may be asked to work additional hours and/or perform additional job responsibilities.

**DRESS CODE:** A professional appearance required.

I HAVE READ AND UNDERSTAND THE JOB DESCRIPTION AS STATED ABOVE AND ACCEPT THAT ANY OF THE TASKS MAY BE MODIFIED AND/OR CHANGED. I ACCEPT RESPONSIBILITY FOR KNOWING THE MODIFICATIONS AND/OR CHANGES IN THIS JOB DESCRIPTION. I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THIS JOB AS LISTED ABOVE, WITH OR WITHOUT REASONABLE ACCOMODATION.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date