

# Job Description: General Manager

## ESSENTIAL JOB FUNCTIONS

- Responsible for meeting or exceeding budget revenue and profitability targets and Owner's expectations
- Develop and execute annual budget and business plans; effectively adapt to market changes
- Prepare weekly & monthly sales and property management reports.
- Ensure adherence to corporate policies and established operating procedures while exceeding guest expectations by providing a safe, secure, and quality experience.
- Recruit, select, train, and manage employees to deliver superior guest service and quality products that will lead to maximizing revenue and profitability goals.
- Must provide hands on oversight of all departments.
- Act as an ambassador within the community.
- Maintains a high personal visibility throughout the property and the community.
- Lead the sales efforts of the hotel through supporting the hotel's sales team in generating revenue opportunities. Conducting outside sales calls and building relationships with key accounts.
- Create new programs in response to market conditions and revenue opportunities.

## REQUIREMENTS

In the last two and a half years, we have formed a great foundation and have begun to build a core team of staff. We need managers to inspire and motivate- to work closely with staff, taking service from good/great to exceptional. We have lofty, but achievable goals. The right leadership can get us there.

The ideal candidates have passion and drive. They share a desire to become the best in their field and encourage those around them to do the same. They know luxury and service, and are confident they can achieve the best of both in a small boutique setting. They can be tough when needed but are warm and approachable by both staff and guests. They believe in leading by example and understand the importance of mentoring. They show an interest in learning about the history of the area and the Festival, and engaging with the community.

- College Degree preferred.
- Must be highly motivated, self-directed, with strong initiative and desire for achievement.
- Must be a leader, a driver, and bottom line oriented.
- Detail orientated.
- Requires outstanding operational and owner relations experience.
- Exceptional customer service skills required
- Requires highly developed communication skills (written and oral) to interface with executives at all organizational levels – owner, employees, and guests.
- Proficient in computer software including Microsoft Excel and Word. Working knowledge of PMS systems. (Opera and Micros knowledge a plus)
- Excellent understanding of Financial Reports (P&L, Operating and Capital budgets, Forecasts)
- Must be effective in multi-tasking
- Flexible schedule, including nights, weekends and holidays as required.