

Job Description General Manager

Job Functions, Unique Duties and Responsibilities:

Essential Functions include but not limited to the following:

- Focuses on Company Mission Statement in all operational decisions. Creates and maintains a guest first priority throughout the hotel. Responds quickly to guest comments and takes corrective action when necessary. Creates and maintains a safe, secure environment for all guests.
- Ensures that high standards and follow through are achieved for all employees in the following areas: recruitment, hiring and orientation, training and certification, wage/benefit administration, performance review, communication, discipline and use of authority. Ensures positive employee relations, low turnover, and compliance with established labor regulations.
- Spends 60% of time on property in direct guest and employee areas. Maintains a high personal visibility throughout the hotel.
- Performs timely and effective performance reviews on department heads and management staff, coaches and leads their development. Holds weekly staff meeting.
- Ensures that all employees are provided with the necessary tools and equipment to productively and safely perform their jobs. Ensures a safe working environment.
- Develops and nurtures a team of management and line staff which is focused on the hotel's properties. Utilizes performance planning to accomplish this.
- Implements and follows through on company programs in all cost management and investment areas: purchasing programs and procedures, productivity and payroll control, flex budgeting, capital improvements.
- Maintains adherence to all company accounting policies and procedures. Ensures that effective cash and asset controls are in place throughout the property. maintains a constant awareness of performance vs. plan. Provides accurate and timely three period forecast.
- Plans expenses in detail to correspond with approved revenues in line with expense and productivity standards.
- Develops a goal oriented Marketing Plan to support the financial goals. Fully implements and follows through with all management and sales personnel.
- Plans the hotel's Capital Improvement Process.
- Establishes and maintains preventive maintenance programs to protect the physical assets of the property.
- Develops new programs which result in an increased level of customer satisfaction and operational excellence.
- Actively promotes the hotel brand.
- Participates in special assignments as necessary.
- Ensures effective communication between Charter One and hotel staff through ongoing feedback.
- Maintains the desired levels of quality assurance ratings, including guest comment cards, accounting, human resource, and safety audit and inspection scores.
- Manages in compliance with established company policies and procedures.
- Manages in compliance with local, state, and federal laws and regulations.
- Attends meetings and training as requested.
- Other duties as assigned based on company's needs.