

**General Position Information:**

This specific job description covers the basic functions, qualifications, requirements, working conditions and skills necessary, but not limited to, for successful fulfillment of this position in accordance to the standards of the company.

<b>DOL Overtime Status:</b> <u>Exempt</u>	<b>Pay Type:</b> <u>Salaried</u>	<b>Location:</b> <u>Corporate</u>
<b>Employment:</b> <u>Regular Full-Time</u>	<b>Base Pay</b> \$ _____ to \$ _____ annually	<b>Department:</b> <u>Executive</u>
<b>Workers Comp Code:</b> <u>8810</u>	<b>Level:</b> <u>Executive</u>	<b>Reports to:</b> <u>VP of Operations</u>
<b>EEOC Class:</b> <u>1 -Officials Mgr</u>		<b>Supervises:</b> <u>General Managers in Region</u>

**Position Summary:**

Directs GMs and hotel operations in district for Charter One Hotel Group.

**Job Specifications/Qualifications: (Min. knowledge, skills, and abilities required)**

- **Education/Training (or equivalent):**  H.S. Degree / GED  College Degree  Certification/License\*
  - Bachelors Degree in Business Administration, Hospitality or related field
  - Additional education and training a plus.
- **Experience: (Type of work experience, min. number of years):**
  - Preferred ten years of experience in the hospitality industry.
- **Technical or Administrative Knowledge:**
  - Ability to solve practical problems and deal with a variety of variables in situations. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
  - Basic phone and computer skills with working knowledge of recent Windows software versions.
- **Special Skills and/or Abilities:**
  - Demonstrated ability to lead people and get results through others.
  - Ability to think ahead and plan over a 1-3 year time span.
  - Ability to organize and manage multiple priorities.
  - Problem analysis and problem resolution at both a strategic and functional level
  - Operational knowledge of all areas of hotel.
  - Excellent interpersonal and communication skills.

**Physical Requirements and Working Conditions:**

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 that do not cause an undue hardship on the company may be made to enable individuals with disabilities to perform the essential functions, as long as that would not hinder or prevent performance of duties, or be of a safety concern.

**Key to denote % of time requirements necessary to perform essential functions of this job.**  
 0% = Zero (O)      1-35% = Little (L)      36-70% = Moderate (M)      71-100% = Great (G)

- **Physical Requirements:**  **Light:** Lifting 0-10 pds.  **Moderate:** Lifting 0-25 pds.  **Heavy:** Lifting 25+ pds.

L -Bending/stooping L -Reaching above/below the waist L -Pushing/pulling movements L -Climbing stairs / ladders	L -Standing L -Kneeling G -Sitting M -Walking	L -Lifting L -Taste/Smell L -Typing	L -Color / Depth perception L -Fine hand & finger movements M -Operate motor vehicle L -Operate various equipment
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- **Working Conditions and Schedules:**

- G - Interacting with co-workers, vendors, and customers.
- O - Exposed at times to fumes or airborne particles, toxic or caustic chemicals, extreme heat, risk of electrical shock, and vibration.
- L - Exposed to various noise levels (L= private office, M= showroom/service area, G= jackhammer/metal works/heavy equipment)
- L - Office machines, phones, fax, computers, postage meter, etc.
- L - Working environment: varies from office to hotel common areas.
- M - Available to works nights, weekends and holidays.

- **Necessary traits for this position:**  Seeing  Hearing  Talking\*  Reading\*  Writing\*

- Basic comprehension of English language using the traits\* marked above for purposes of safety, management direction and job responsibility, and minimal third party interaction.
- Proficiency of the traits\* marked above in the following languages for business letters, memos, customer interaction, presentations, demonstrations, employee direction, audits, etc:  English  Spanish  French  Other \_\_\_\_\_

Job Description (continued)

**Job Functions, Unique Duties and Responsibilities:**

***Essential Functions include but not limited to the following:***

- Focuses on Company Mission Statement in all operational decisions. Ensures that all employees are provided with the necessary tools and equipment to productively perform their jobs.
- Knows and understands the federal, state, and local laws which govern the hotel industry.
- Manages in compliance with established policies and procedures.
- Ensures implementation of company programs in cost management: purchasing programs and procedures, productivity and payroll control, flex budgeting, capital improvements. Actively participates in developing annual marketing plans and budgets for assigned hotels.
- Ensures a pro-active human resource function to ensure employee motivation, performance management, training and development, and compliance with established labor regulations.
- Ensures operations standards for cost control and facility management.
- Manages major corporate economic strategies, objectives, and policies for company.
- Recommends modifications to existing corporate programs.
- Develops new programs which result in an increased level of customer satisfaction and operational excellence.
- Presents reports to VP of Operations which summarize and forecast company business activity and financial position in areas of income, expenses, and earnings based on past, present, and expected operations.
- Directs implementation and execution of policies and practices throughout the region.
- Supports operations leadership team capable of carrying out needed operations strategies and improving employee relations.
- Provides leadership for problem resolution to facilitate faster improvements and improved working relationships.
- Assists with special projects and new property acquisitions.
- Assists in on boarding and acclimation of new properties for Charter One.
- Participates in new GM Orientation.
- Conducts property audits as requested.
- Adheres to all safety procedures and acts on any unsafe conditions; leads company Safety Program.
- Attends meetings and training as requested.
- Performs other duties as assigned based on the needs of the company.

**I have read and understand the above job description. I attest that I can work in these conditions, I am able to perform the job functions, and can fulfill the basic requirements/duties, to include any other reasonable requests that are asked of me. I will immediately notify my Supervisor if I am unable to comply with this job description for any reason.**

Signature \_\_\_\_\_ Date \_\_\_\_\_