



## Job Description

**Job Title:** Hotel Manager  
**Department:** Hotel  
**Reports to:** General Manager  
**Supervises:** Front Desk, Housekeeping, Guest Services  
**Grade:** 14

### Summary of Position:

This position manages the day-to-day operations of the Front Desk, Housekeeping, and Guest Services. The Hotel Manager creates and implements policies and procedures that will establish Land's End Resort as Alaska's premier destination resort hotel. This position is primarily responsible for management of Hotel and Lodge room inventory; for maximizing hotel occupancy and profit through rate optimization, support and communicate sales and marketing efforts to staff, and quality guest service. The position has managerial authority and decision making discretion with respect to purchasing; hiring and firing; training and reviewing staff performance; and creating performance goals and incentives. The Hotel Manager will develop quarterly departmental goals, with the GM, and will guide the staff to ensure action plans are implemented to achieve them. The Hotel Manager must set the example for staff to deliver a standard of service and presentation that meets guests' needs and expectations.

### Essential Functions:

1. Primarily accountable for administration of hotel operations and the implementation of service standards in order to maximize guest and employee satisfaction in accordance with LEAC guidelines.
2. Directly responsible for rate and room inventory management across all hotel systems (RoomKey, Genares/Synexis, Expedia etc.)
3. Direct hotel staff in enforcing and maintaining existing LEAC procedures to ensure operational compliance.
4. Perform the responsibility of all hotel job descriptions if required.
5. Review weekly schedules for conformity to approved labor budgets.
6. Perform daily and weekly review of timesheets for overtime control and conformity to schedule. Make corrections as appropriate and forward to accounting or GM.
7. Oversee training for all new employees. Coordinate all staff orientation and training utilizing LEAC approved job descriptions, employee manual, new hire checklist, adopted training material and proficiency tests.
8. Monitor progress and ongoing service standards of all staff. Perform periodic performance reviews as directed.
9. Assist and train staff on the RSI property management system.

10. Oversee purchasing of goods, services and supplies within established budgets.
11. Recruit and hire qualified personnel in conformity with hiring guidelines established by LEAC.

**Other Functions:**

1. Ensure timely, diplomatic and thorough communication with all Hotel staff.
2. Advise GM of staff and guest grievances and suggestions for operational efficiency.
3. Assist with development of annual hotel budget, including weekly labor budgets, revenue and expenses.
4. Update and implement department training manuals in accordance with LEAC standards.
5. Develop technical training tools designed to improve staff skill level.
6. Works Directly with Groups coordinator to administer and oversee group contracts and coordinates with accounting to ensure correct posting and reconciliation of revenue.
7. Support HR with enhancement and development of new sales and customer service training for all hotel departments.
8. Prepare and verify commission reports and invoices.
9. Develop and implement policies and procedures to maximize efficiency of operations.
10. Organize and implement periodic staff meetings to evaluate overall effectiveness of communication, training and staff development.
11. Organize quarterly “pizza parties” or other employee appreciation functions emphasizing LEAC internal customer philosophy.
12. Assume lead role with respect to guests concerns and problems.
13. Lead management team in problem solving and troubleshooting facility emergencies.
14. Manage software and hardware maintenance and upgrades for hotel operations.
15. Research, implement, and oversee hotel equipment maintenance contracts.
16. Perform daily or weekly computer back-up operations for all hotel systems as recommended.
17. Manage RSI system operations, maintenance, and upgrades; including Package programming, personnel set-up. Reservation and group [programming, system set-ups].

**Required Knowledge, Skills, and Abilities:**

1. Ability to perform the responsibilities of all hotel job descriptions.
2. Ability to actively supervise up to 50 employees at once.
3. Basic computer skills including operating systems, hardware networking and willingness to learn new property management software systems as required.
4. Equitable in dealing with others and representing LEAC.
5. Works well under pressure; maintains control even in the most difficult situations.

**Qualifications:** Experience in business management and customer service required.

**Managers Signature/ Date:** \_\_\_\_\_

**Employee Signature/ Date:** \_\_\_\_\_