

JOB DESCRIPTION

JOB TITLE: General Manager – Hawkeye Hotels

EXEMPT POSITION: Yes

RESPONSIBLE TO: Director of Operations

RESPONSIBLE FOR: Property Assigned Team Members

Scope and General Purpose To be responsible for the professional operation of the property in accordance with the brand standards and company procedures and standards while achieving guest satisfaction, targeted profitability, and complying with federal and state regulations.

Main Duties

1. To drive profitability and service excellence throughout the property while creating a culture of empowerment and Team spirit, as required by Hawkeye Hotels.
2. To submit timely and accurate financial information to the company in terms of forecasted and actual results ensuring a proactive response to adverse trends in sales and/or profit margins. To participate in monthly financial meetings with their assigned Director of Operations.
3. To provide leadership to their assigned property projecting a professional and ethical image in all aspects of work performance and conduct.
4. To be responsible for the full implementation and consistency of Hawkeye Hotels' standards and company expectations, brand standards, and industry rating for the property.
5. To identify and act upon opportunities to achieve maximum RevPar through yield management strategies and to communicate with the Director of Operations of these opportunities.
6. To prepare a budget for presentation to the Director of Operations.
7. To control all purchasing in accordance with the budget outline and as required by company policy.
8. To work with Team Members to ensure ongoing training and development for a positive and proactive approach towards all of the property's guests.
9. To maintain an appraisal system for the employees for their continued training and growth.
10. To ensure security and emergency procedures are in place as required by company policy and/or federal and state regulations.
11. To be aware of and ensure adherence to all factors relating to safety and health ensuring timely completion of meetings, training, and pertinent documentation in accordance with company policy and the brand standards, as well as federal and state regulations.
12. To focus on the delivery of Customer Service with a proactive approach and response to guest comments/complaints as required by the brand standard and company policy, and alerting the Director of Operations to any serious concerns.
13. To maintain the physical/external/internal appearance of the building with full and efficient operation of all equipment through a Preventive Maintenance Program and grounds maintenance plan and using the Director of Operations when needed in emergency repair work.
14. To carry out the role of a Project Manager to ensure that all authorized capital/renovation work is successfully completed.
15. To ensure compliance in correctly submitting all invoices/petty cash to Accounts Receivables.

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16. To maintain employee files in accordance to company policy and federal/state guidelines.
17. To ensure human resources practices are observed in accordance with company policies and legislation while seeking advice from and keeping Hawkeye Hotel upper management informed on any potential legal issues or concerns.
18. To carry out any reasonable request from a supervisor or company representative.
19. To forward a continued financial plan and progression of revenues and expenses to the Director of Operations for review.
20. To forward a continued progression to the Director of Operations on other upper level management at Hawkeye Hotels, guest satisfaction results as outlined by company policy.
21. To act as key communicator to property Team Members in terms of new company and regional brand policies and/or promotions through regular Team meetings.
22. To monitor staff schedules to ensure in line with business demands, legal requirements and the hotel budget while ensuring adequate service coverage at all times, and maintaining accurate employee attendance calendars and schedules.
23. To be responsible for the well being/motivation of staff through positive and supportive management approach.
24. To maximize on marketing/informational tools available through the brand ensuring effective selling of rooms inventory through the effective use of the brands' reservation system, Global Distribution Services, and the internet.
25. To actively promote sales for revenue generation for the company.
26. To be committed to and generate Team commitment in the fulfillment of 100% service to the property's guests.
27. To carry out other duties as necessary to achieve the successful management of the property and assist other properties as directed by the Director of Operations or other Hawkeye Hotels management personnel.
28. To personally be on call for the property staff 24 hours and ensure on call arrangements are in place with senior team members as appropriate.
29. Transporting daily deposits to the bank every day the bank is open.

Qualification Requirements To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions.

1. Education and/or Experience
 - Qualification in hotel management or related hospitality industry desired
 - Management or senior supervisory experience in hotels or experience in the industry with transferrable skills
 - Proven ability to make profit
2. Communication Skills
 - Must be able to read, write and understand the English language, write concise reports with proper format, punctuation, spelling, and grammar; speak with poise, voice control and confidence using correct English and pleasant voice tone.
 - Must be able to conduct and manage meetings.
 - Ability to communicate with staff who speak/write limited English
3. Accounting Skills
 - Must be able to add, subtract, multiply, and divide
 - Ability to fully understand Profit & Loss Statements
 - Ability to prepare and monitor property budgets and cost control worksheets

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Physical Demands The physical demands described here are representative of those that must be met by and employee to successfully perform the essential duties of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Requires bending, stooping, along with the mobility to climb stairs and frequently lift and/or moving light objects weighing up to 20 lbs. Occasionally lift and/or move medium objects weighing up to 50 lbs. Occasional lifting and/or moving heavier items may be required. Requires hand/eye coordination and manual dexterity.

Specific vision abilities required by the job close and distance vision, and the ability to adjust focus.

This position requires the employee to travel to meetings/training as required.

Computer Skills The employee must have the ability to learn and be proficient in Microsoft Office. Ability to learn and be proficient in the PMS system of the property is also required.

Financial Responsibility List monetary/accounting responsibilities applicable to this position.

- Responsible for secure cash/credit card handling at assigned property
- Timely and accurate submission of financial information at assigned property
- Accurate forecasting/budgeting at assigned property
- Proper use and monitoring of expenses at assigned property
- Counting/depositing of monies from vending income
- Proper completion of bank and credit card deposits

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office environment
- Unaccompanied travel – fluctuating temperatures
- Participation in seminars/training courses/conferences

I have read and understand the functions of the job description for my position and am willing and able to perform all functions of this position with or without reasonable accommodation. I understand that it is my responsibility to advise my employer and provide appropriate medical documentation as required to support a request for reasonable accommodation to enable satisfactory completion of the essential job functions. I understand that this job description is not an employment contract, implied or otherwise, and the employment relationship is at will. I further understand that I am obligated to report any unwelcome sexual or other unlawful harassment in accordance with federal state laws.

Employee Signature

Date (mm/dd/yy)

Hawkeye reserves the right to modify, interpret, or apply this job description in the company’s sole discretion.

- Employee File
- Copy to employee