

# Assistant General Manager

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## **JOB RESPONSIBILITIES**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The Assistant General Manager assists the General Manager by:

1. Holding regular briefings and meetings with all heads of departments.
2. Ensuring full compliance to hotel operating controls, SOP's, policies, procedures, and service standards.
3. Overseeing the hotel's capital projects, customer service, and refurbishment.
4. Handling complaints and overseeing the service recovery procedures.
5. Preparing, presenting, and achieving the hotel's annual Operating Budget, Marketing & Sales Plan, and Capital Budget.
6. Managing on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded.
7. Ensuring all decisions are made in the best interest of the hotel and management.
8. Closely monitoring the hotel's business reports daily and making decisions accordingly.
9. Ensuring the monthly financial outlooks for all departments are on target and accurate.
10. Maximizing room yield and hotel revenue through innovative sales practices and management programs.
11. Overseeing and managing all departments.
12. Providing effective leadership to hotel team members.
13. Responding to audits to ensure continual improvement is achieved.
14. Assisting in sales as and when required and development with strong sales prospects.
15. Safeguarding the quality of operations both internal & external audits.
16. Following all legalization, Occupational Health & Safety Act, fire regulations and other legal requirements.
17. Performs deep cleaning tasks and special projects, as needed.
18. Assists in cleaning guest rooms, as needed.
19. Completes all brand specific training within the brand's allotted time.
20. Responsible for achieving and exceeding the guest satisfaction score.
21. Keeps the business functions of the company confidential including, but not limited to, financial status, customer/guest information, employee issues, etc.
22. Other duties as assigned: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

## **SCHEDULING EXPECTATIONS**

The Assistant General Manager can be expected to work an array of front desk shifts, including night audit; however, the General Manager reserves the right to have the Assistant General Manager assist with other job duties, as needed. There is also frequent weekend work and the occasional holiday work.

## **REQUIRED EDUCATION AND EXPERIENCE**

- 2-year degree in hotel management or a related field, or the equivalent knowledge from prior hotel experience
- 2. Excellent computer skills
- 3. Customer service background

## **WORK AUTHORIZATION**

Must be legally authorized to work in the United States.

## **What we offer:**

We offer our work family competitive pay and Hotel discounts. You will also get to be a part of a team that challenges, mentors, and encourages you during your career!