**Position Description**

**Position Information:**

General Manger

Property: Independence Hotel

Employee Name:

Effective date:

Work hours: Generally week days Mon-Fri, requires flexibility for occasional weekend and evening hours.

Reports to: Embarcadero Hospitality Group (Management Company)

**The purpose of the position:** This position is responsible for overseeing all aspects of the property management, requiring exceptional commitment to the safety, security and well -being of all team members and guests. The General Manager establishes a tone of high expectations and high support for management and staff while representing and promoting the hotel in the community. The GM must be passionate about serving guests and staff, punctual, reliable, and be able to respond to off-hours phone calls immediately, calmly, effectively and with good temperament; and be able to report to work as circumstances may require, unless out of the area or on vacation. Due to the comprehensive nature of the position, the requirements listed below are representative of, but not a complete list of the knowledge, skills, and/or abilities required.

**SUPERVISORY RESPONSIBILITIES**: This position is responsible to supervises all hotel employees. Carries out supervisory responsibilities in accordance with the Company’s policies, training programs, and applicable laws. Responsibilities include recruiting, interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints

Primary Duties and Responsibilities:

* Leading and modeling both genuine hospitality and very high standards and thoroughness
* Creating a positive, supportive work environment, inspiring ownership among staff, modeling and establishing excellent communication and team spirit and consistency.
* Responsible for the hiring, training and positive motivation of all hotel staff
* Responsible for progressive discipline up to dismissal, as needed, in consultation with the hotel Management company.
* Responsible to ensure that the hotel’s mission, policies, procedures and expectations regarding exceptional teamwork, customer service, maintenance and cleanliness are communicated, understood, achieved and vigilantly maintained by hotel staff.
* Responsible to promote sales goals and motivate the staff toward achieving these goals.
* Adhering to Tokola Properties accounting procedures
* Responsible to have a physical presence in the lobby each workday for a period, especially during check in/out.
* Responsible to respond or coordinate the response to guest comments online or social media within 1 day. Letters or phone calls to a manager should be responded to within 2 days.
* Responsible to ensure that the hotel has a Safety Committee that meets monthly and safety practices are maintained.
* Maintains preventive maintenance programs to protect the physical assets of the hotel.
* Establish with Management Company rate strategies and yield management systems
* Responsible with Management Company for annual budgets and for maintaining expenses.
* Represents the property to clients, vendors, and other hotels and the community.
* Maintains compliance with all local laws, codes and any license requirements.

COMPUTER SKILLS:

*May use the following computer systems:*

* Microsoft Word
* Microsoft Excel
* Yield Management Systems programs
* Property Management System (PMS) programs
* Daily Revenue System (DRS) programs
* Central Reservation System programs
* Payroll programs
* Company-issued internet browser programs
* Company issued Email programs
* Channel Management and associate systems
* Familiarity with social media platforms

PHYSICAL DEMANDS: 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. While performing the duties of this job, the employee is regularly required to stand; walk; use hands; reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee must regularly lift and/or move up to 10 pounds and frequently lift and/or move up to 25 pounds. The employee must be able to see differences in widths and lengths of lines such as those on graphs. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

ENVIRONMENTAL CONDITIONS: *Inside*: Protection from weather conditions but not necessarily from temperature changes. A job is considered "inside" if the worker spends approximately 75 percent or more of the time inside.

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

* Must be able to work effectively in a stressful environment, communicate well with others, effectively deal with guests, and accept constructive criticism from supervisors.

Employee Signature:

Manager Signature: