**Job Announcement**

**Job Type: Full-time**

**Benefits**

401(k)

Health Insurance

Dental insurance

Disability insurance

Employee assistance program

Flexible spending account

Quarterly performance-based bonus structure

**General Manager Position Post:**

**The Avery Hotel**

The Avery is the redevelopment of a Boise landmark into a 39-room boutique hotel, fine-dining restaurant, gastropub, and intimate bar that combines unique old-world charm with contemporary luxury.

Located in Boise’s historic Gem Block among some of the city’s most popular shopping, restaurants, and music venues, The Avery’s exterior architectural allure, and beautiful interior spaces with one-of-a-kind craftsmanship situate it to benefit from the explosion of energy and activity flowing into downtown Boise fueled by tourism, high-tech jobs, and a nationally recognized “it” status.

The vision for The Avery is driven by an energetic and creative ownership group, including hospitality veteran and acclaimed Chef, Cal Elliott who has achieved exceptional success with his restaurants in New York, including recognition from the New York Times, the Michelin Guide, the Food Network and Travel Channel. Cal and Ashley Elliott, own and operate Boise’s Little Pearl, and their experience as restaurant operators at the highest level is an enormous asset to the ongoing appeal and success of the hotel and restaurant.

A completely unique, service-centric boutique hotel with exceptional culinary offerings, The Avery will be a port of call for curious travelers and a sought-after experience in Boise.

**The Position**

The General Manager is responsible for managing the hotel operations, and with the restaurant managers, providing leadership to ensure exceptional guest experiences, foster staff loyalty and growth, and maximize profitability.

The most essential function of the GM is to establish the culture and set the tone for a warm, engaging, and exceptional guest experience. This flows from having a cohesive, well-supported staff who feel empowered to use their talents and who take ownership in the success of the hotel and entire property. The Avery is a beautiful, vibrant new hotel, with fantastic design and amenities, but it is the staff that brings the property to life and ensure it reaches its full potential.

**GM Tasks:**

* Leads and models both genuine hospitality and very high standards and thoroughness
* Manages a diverse team to achieve excellent customer service and operational outcomes, including setting clear expectations; creating a positive, supportive work environment; inspiring motivation among staff; modeling and establishing excellent communication; and fostering team spirit and consistency.
* Recruits, hires, trains staff, and recognizes and supports potential growth.
* Effective, calm problem-solving when conflicts or issues arise with staff, guests, or partners
* Leadership and oversight for all operations and every department of the hotel (Front Desk, Sales, Housekeeping, Maintenance). The GM should be familiar enough with every position in the hotel to effectively check for quality and provide support and guidance for improvement.
* Identifies operational performance, productivity and efficiency gaps and implement improvements.
* Collaborates effectively with the restaurant management team to maximize revenues, operational efficiencies, and the customer experience for the entire property
* Monitors the performance of the hotel through verification and analysis of guest satisfaction and financial reports. Initiates corrective actions.
* Pursues aggressive sales and efficiency goals and motivates the staff toward achieving these goals.
* Upholds preventive maintenance programs to protect the physical assets of the hotel.
* Maintains friendly, substantive community engagement and represents the property to clients, vendors, other hotels, and the community.
* Maintains compliance with all local laws, codes, and any license requirements.
* 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.
* Implements and complies with all company policies and standards
* Maintains compliance with all local laws, codes and any license requirements.

**Basic Requirements:**

* Minimum of 5+ years of hotel management or experience managing teams
* Energetic hands-on sales and operations orientation
* Must work well in stressful high-pressure situations.
* Passion for people and service
* Proven success in driving employee engagement

**Preferred Qualifications:**

* Experience with a boutique/lifestyle hotel
* Experience working at or collaborating with restaurants