

## Hotel Operations Manager

Robert E Lee Hotel | Lexington, Va

Are you looking for a “hands-on” career in a fast paced environment? Want to work for a great company that is growing and expanding? Then this career is for you!

The Hotel Operations Manager is responsible for providing quality guest service within the guidelines specified by the hotel management. Oversees all Front end and Housekeeping operations, (Front Desk, Housekeeping and Night Audit).

### WHAT ARE WE LOOKING FOR?

Up To Par exists to create success for its clubs and hotels through a philosophy of continuous improvement, operational excellence and flawless execution achieved through a culture of financial discipline, safety, and community and environmental stewardship that develops and delivers innovative solutions for its customers, while providing a dynamic and challenging environment for its Associates. This continued leadership is the result of our Associates staying true to our Vision, Mission, and Values. Specifically, we look for demonstration of these Values:

#### **From Our Family to Yours, Delivering Exceptional Experiences Every Step of the Way**

Execution | Translate your words into actions  
Care | Creating a positive work environment  
Honesty | We do the right thing, all the time  
Ownership | We're the owners of our actions and decisions.  
Teamwork - We're team players in everything we do

### WHAT WILL I BE DOING?

As a Hotel Operations Manager you will be responsible for performing the following tasks to the highest standards:

- ❖ Hiring of all associates
- ❖ Strong Computer skills required
- ❖ Strong Organizational skills required
- ❖ Maintain all Room Block Contracts submitted to the Hotel
- ❖ Create weekly associate schedule for operational departments
- ❖ Coaching, counseling, and disciplining all the shift associates
- ❖ Weekly Inventory of supplies and creating Purchase orders when needed
- ❖ Work directly with the Hotel Manager to promote the success of the Hotel
- ❖ Various Human Resources activities conducted in coordination with HR Manager
- ❖ Ensure proper training of all Front Desk, Night Audit and Housekeeping Associates

A full job description will be given to Associate at the time of hire by management for which they will be responsible. Job descriptions are intended to be overall guidelines for the job and NOT a step-by-step account of the Associate's duties.

### 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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

Prior experience required. Depending on the role degree may be required.

**LANGUAGE SKILLS:**

Ability to read, write, and verbally communicate effectively and professionally with other business departments, guests, and vendors. Ability to diplomatically deal with difficult situations and people, while exhibiting a consistent level of professionalism.

**PHYSICAL DEMANDS:**

While performing the duties of this job, you will regularly be required to stand, walk, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects or telephone. The employee must regularly lift and/or move up to 10-25 pounds and frequently lift and/or move up to 50 pounds.

**WHAT WILL IT BE LIKE TO WORK FOR UP TO PAR?**

Up To Par Management is a leading club and hospitality management company specializing in golf, country club and hospitality operations. Up To Par is a growth-oriented company providing opportunities for its partner clubs and Associates. Our vision is to Be The Best Hospitality and Golf Management Company while delivering on our purpose, which is to Deliver Positive Financial Results and Exceptional Experiences and, our amazing Associates are at the heart of it all!