

## **Hotel Assistant Manager Job Description**

### **Company Overview:**

Oldham Goodwin Group, LLC is headquartered in Bryan/College Station, Texas. It has approximately 300 employees and serves real estate owners, investors and occupiers through Central Texas offices. Oldham Goodwin offers advisory services and execution for property sales and leasing, property and project management, valuation, development services, investment management, and research and consulting.

Oldham Goodwin executes strategic, integrated and comprehensive commercial real estate brokerage services for tenants/occupiers, property owner and focused vertical industries in the office, industrial, retail, multifamily, and hospitality sectors.

### **Position Overview:**

This position is accountable for the overall success of the hotel, meeting and exceeding revenue measures and ensuring guest satisfaction. The Assistant General Manager will assist the General Manager in supervising all areas of the hotel while maintaining brand standards and must achieve superior levels of quality for all clients.

### **Primary Responsibilities and Duties**

- Demonstrate a positive, professional, and client-oriented attitude about the company with coworkers, tenants, clients, and the public through mail, telephone, or in person. Constantly strive for improvements in work processes and results to better meet client's expectations.
- Acts as Oldham Goodwin Group's primary coordinator to ensure that our efforts fully meet and exceed contractual property management obligations. Direct the day-to-day activities of loss prevention, risk management, safety/security, maintenance, sales, marketing, and other operations.
- Develop an operating income/expense and capital budgets that reflect the owner's objectives for operating the property, cash flow requirements, and leasing strategy. Prepare this document to be used as an ongoing accounting reporting tool. Further accountability includes administration of budgets, operational review, and analysis of corrective action needed. Recommend and implement programs that contribute to center profitability.
- Analyze and distribute monthly financial written statements that explain in detail operating variances from budget, cash management and strategies for collection of receivables.
- Bid work for asset improvement. Keep accurate records of current space conditions including roof, HVAC, utilities and special circumstances. Keep property presentable at all times.

- Maintain complete and accurate property files and records, according to department systems, with an emphasis on documentation for future reference. Coordinate with headquarters support staff on management company procedures for processing and distributing information. Provide prompt, detailed, and accurate general status reports on all properties assigned.
- Coordinate collection and documentation of all revenues following direct billing of groups and the owner's policy on accounts receivable. Collect delinquent accounts promptly. Communicate with accounting department to ensure accuracy of accounts receivable.
- Engage, contract, supervise and approve invoices for all goods/services required to maintain the properties up to company standards. Develop a network of emergency services and be available for 24 hour/weekend coverage as required. Supervise on-site maintenance mechanics, if utilized at assigned properties. Develop specifications and continually evaluate service needs and performance in all areas of maintenance and management. Forecast and manage replacement of major capital expense items including HVAC system, roof systems, parking lot surfaces, etc.
- Manage guest relations and coordinate requests for repairs and maintenance. Have an understanding of hotel charges and guest concerns.
- Establish and maintain collaborative working relationships between departments, with coworkers, and other members of a team project. Prepare for team meetings in advance and act as chairperson for the meeting.
- Manage front desk and housekeeping departments to ensure all employees are working efficiently. Administer progressive discipline when employees are in violation of workplace policy. Conduct regular employee evaluation reviews and present recommendations to General Manager for demotion or advancement.
- Keep abreast of new technologies, systems and procedures related to hotel management. Travel as assigned. Perform other related duties as assigned.
- Exhibit a constant sense of urgency in performance of every task. The expectation is to See it, Own it and Solve it.

### **Qualifications**

- BA or BS from a four-year college or university required.
- A minimum of two (2) years comprehensive experience in retail, restaurant, or hospitality sectors, or equivalent combination of education and experience, sufficient to perform the essential functions of the job.
- Sales leadership experience with demonstrated results in successfully coaching and leading sales professionals.

- Strong experience in managing a diverse workforce including sales, operations and expense management.
- Computer literacy is required. Ability to analyze and summarize monthly financial statements and prepare detailed budgets and operating forecasts. Ability to note deviations from financial plan, determine causes and to provide recommendations to the owner on needed action plans.
- Strong written and verbal communications skills. Ability to understand and carry out industry specific written and oral direction. Positive, innovative approach to problem solving. Presents ideas in a clear, concise, understandable, and organized manner; negotiate, persuade, and modify opinion in order to reach the goals/objectives of the organization.
- Strong understanding of industry and demonstrated knowledge in the areas of financial analysis, business administration, legal, human resources, ethical practices, marketing, business development, and sales.
- Ability to motivate and negotiate effectively with key employees, guests, top management, and client groups.
- Ability to work in a chaotic, multitasking environment and still be able to remain organized, execute in an efficient manner with a high level of accuracy, and provide attention to detail, and follow-through.
- Ability to exercise judgment and discretion is critical to success. Must be professional at setting priorities and coping with competing demands.
- Excellent time-management and general organization skills.
- High level of integrity and ethics.