

ATTICUS

MCMINNVILLE | HOTEL | ORE • EST 2018

Position Description

POSITION TITLE: General Manager

STATUS: Salary, Exempt

REPORTS TO: Ownership

DEPARTMENT: Administration

SUMMARY: The Atticus Hotel is an independently owned and operated full-service luxury boutique hotel located in Historic Downtown McMinnville, in the heart of Oregon wine country. The General Manager (GM) of the 36 room Atticus Hotel is responsible for leading a team of talented staff to execute the vision, values and promise of the hotel, ensuring that every guest at the Atticus Hotel feels a sense of belonging and discovery.

The General Manager is responsible for the overall executive leadership, financial management and day-to-day operations of the hotel. The GM will work with ownership and management staff to ensure that the strategic and brand plans for the Atticus Hotel are executed and all company goals are manifested.

The General Manager is also responsible for the pre-opening functions of the hotel, including but not limited to hiring and overseeing the onboarding and training of employees; ordering & coordinating of in-room smallware; the development of successful housekeeping, maintenance, and valet programs; PMS installation and training; rate management and overall revenue maximization; etc.

Additionally the General Manager is responsible for the integration of the company's existing brand and properties into Atticus Hotel operations.

ESSENTIAL FUNCTIONS:

Executive Leadership:

- Work with staff and ownership to create a culture of excellence at the Atticus Hotel, focused on a creating a deeply personal experience for guests, a positive team-based work environment for employees, and a strong relationship with our local community & stakeholders.

- Work with staff and ownership to ensure that the Atticus Hotel brand and ethos are properly executed in every interaction, and that all aspects of hotel operations are consistent with the brand identity.
- Ensure the successful integration of the owner's existing 3rd Street Flats brand and properties into the Atticus Hotel operational plan, and directly manage operations for all three locations in Historic Downtown McMinnville.

Financial Management:

- Prepare and present an annual budget
- Prepare long term and short term forecasts in a timely manner.
- Prepare reports for internal and ownership's, use as required by ownership.
- Control all operating costs to budgeted levels to ensure proper profitability of the hotel.
- Manage all records including accounts payable, accounts receivable, incident reports, payroll, employee records, and inventory control.
- Prepare and monitor budget of expenditures and projected incomes.
- Actively participate in hotel's revenue management process.
- Prepare and make all daily deposits.
- Control any petty cash on-site.
- Oversee all purchasing for the hotel departments.
- Other duties as assigned.

Hotel Operations:

- Maintain effective communications between all hotel departments.
- Develop and maintain S.O.P.'s of the hotel.
- Maintain and update information within the Property Management Software as required.
- Work with the Sales Manager to maintain a strong sales presence in McMinnville and throughout the Willamette Valley, through sales calls, cold calls, and coordination of onsite events.
- Work with the ownership team on deploying various aspects of the hotel's marketing strategy.
- Work with the Housekeeping Manager to Ensure high level of hotel cleanliness, safety and sanitation.
- Work with the Maintenance Manager to coordinate activities to ensure property improvements are completed.
- Work in collaboration with the restaurant tenant to ensure that all interaction with hotel guests go smoothly.
- Work with the Valet team to ensure a seamless valet parking program.
- Work with concierge staff to ensure that they are deeply knowledgeable about McMinnville and Oregon wine country, and that they provide the highest level of service to guests.
- Approach all encounters with guests and employees in a professional, friendly, service-oriented manner.
- Solicit guest feedback regarding hotel services and facilities and taking corrective action to solve deficiencies.
- Investigate, report and coordinate all hotel incidents that are employee and guest

related.

- Maintain a strong knowledge of hospitality trends and issues.
- Review all guest comments via social networking and respond as necessary.
- Other duties as assigned.

Human Resources:

- Provide the proper orientation for all employees.
- Ensure associates are receiving adequate training, development, motivation and performance review feedback.
- Ensure safe workplace for all employees.
- Manage hotel safety program, ensuring compliance with both OSHA and company policies and procedures..
- Utilize labor management tools to schedule and control labor costs.
- Day-to-day management responsibilities including scheduling, motivating, assigning activities, training, and policy and procedural assessment.
- Maintain attendance records for the departments.
- Lead all company staff meetings.
- Actively participates and assists with the management of the hotel's safety program
- Other hotel-related duties as assigned.

QUALIFICATION STANDARDS

Education & Experience

- Bachelor's degree or equivalent experience required.
- At least three progressive experiences in a hotel or related hospitality field .
- Prior General Manager experience preferred.
- Experience at a luxury property preferred.
- Knowledge of or passion for learning about Oregon wine country preferred.

Tools & Equipment

- General computer knowledge, telephone, calculator, and other office equipment.

Physical Requirements:

- Long hours sometimes required, including nights, evenings and weekends.
- Occasional overnight travel is required.
- Must be able to perform simple grasping, fine manipulation, and repetitive hand & arm movements frequently, and squeezing & overhead reaching occasionally.
- Must be able to work indoors or outside.
- Must be able to stand on feet throughout the day.
- Must be able to frequently lift up to 20 lbs and occasionally lift up to 50 lbs with assistance.
- Must be able to bend, squat crawl, kneel, push, pull, walk on uneven surfaces on an occasional basis.
- While primarily an indoor job, must be able to walk outside in a variety of weather

conditions (rain, wind, snow, heat).

- Must be able to climb stairs occasionally, both indoors and outside in a variety of weather conditions (rain, wind, snow, heat).

JOB REQUIREMENTS:

- Must be a United States citizen or possess a valid work permit.
- Must have valid drivers license and meet company driving standards.
- Must have excellent phone etiquette.
- Must be able to read, write and speak English.
- Must have strong computer skills.
- Must have excellent organization and time management skills.
- Must have strong working knowledge of Microsoft Office programs, especially Excel.
- Must have exceptional detail in follow-up.
- Must be effective in handling problems in the workplace, including anticipating, preventing, identifying and solving problems as necessary.
- Must have the ability to assimilate complex information, data, etc. from disparate sources and consider, adjust or modify to meet the constraints of the particular need.
- Must be effective in listening to, understanding, and clarifying the concerns and issues raised by coworkers and guests.
- Must be able to work well under pressure.
- Must be able to accurately follow instructions, both verbally and written
- Must possess excellent communication skills.
- Must be professional in appearance and demeanor.
- Must have excellent listening skills.
- Must be able to work with and understand financial information and data, and basic arithmetic functions.
- Must always ensure a teamwork environment.
- Ability to work a flexible schedule that may include evenings, weekends and holidays.
- Must have the ability to deal effectively and interact well with the guests and associates.
- Must have the ability to resolve problems/conflicts in a diplomatic and tactful manner.
- Must have a passion for creating an exceptional experience for all guests.
- Must be able to convey information and ideas clearly.
- Must display exemplary example for staff.