

Job Title:	GENERAL MANAGER - FULL SERVICE PROPERTY - 05001	Approved Date:8-23-04 <input checked="" type="checkbox"/> New <input type="checkbox"/> Revised
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General Position Information:
This specific job description covers the basic functions, qualifications, requirements, working conditions and skills necessary, but not limited to for successful fulfillment of this position in accordance to the standards of the company.

DOL Overtime Status: <u>Exempt</u>	Pay Type: <u>Salaried</u>	Location: <u>Charter One</u>
Employment: <u>Regular Full-Time</u>	Base Pay \$ _____ to \$ _____ annually	Department: <u>Management</u>
Workers Comp Code: <u>9052</u>	Level: <u>Management</u>	Reports to: <u>Vice President of Operations</u>
EEOC Class: <u>1 -Officials Mgr</u>	Benefit Class: (3)	Supervises: <u>Hotel Staff</u>

Position Summary:
Responsible for all activities of hotel; takes charge of all components of their property's business, serving as a role model for their subordinates.

Job Specifications/Qualifications: (Min. knowledge, skills, and abilities required)

- **Education/Training (or equivalent):** H.S. Degree / GED College Degree Certification/License*
 - High school diploma or general education degree (GED) required.
 - Two year Business College degree required. Bachelor of Science degree in Hotel Administration preferred.
- **Experience: (Type of work experience, min. number of years):**
 - Minimum three years experience as an Assistant General Manager of Senior Department Head of a full service hotel. Prefer experience as a General Manager of a 200 room plus hotel for a minimum of three years.
- **Technical or Administrative Knowledge:**
 - Operational knowledge of all phases of hotel.
 - Knowledge of budget, accounting, and sales procedures.
 - Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages.
 - Ability to solve practical problems and deal with a variety of variables in situations. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
 - Basic phone and computer skills with working knowledge of recent Windows software versions.
- **Special Skills and/or Abilities:**
 - Ability to lead people and get results through others. Employee training and development.
 - Problem analysis and problem resolution at both a strategic and functional level.
 - Excellent interpersonal/communication and customer service skills .
 - Maintains professional appearance and demeanor at all times.
 - Ability to meet US employment eligibility requirements and Charter One eligibility requirements.

Physical Requirements and Working Conditions:

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*. Reasonable accommodations that do not cause an undue hardship on the company may be made to enable individuals with disabilities to perform the essential functions, as long as that would not hinder or prevent performance of duties, or be of a safety concern.

Key to denote % of time requirements necessary to perform essential functions of this job.
0% = Zero (O) 1-35% = Little (L) 36-70% = Moderate (M) 71-100% = Great (G)

- **Physical Requirements:** **Light:** Lifting 0-10 pds. **Moderate:** Lifting 0-25 pds. **Heavy:** Lifting 25+ pds.

L -Bending/stooping L -Reaching above/below the waist L -Pushing/pulling movements L -Climbing stairs / ladders	G -Standing L -Kneeling L -Sitting G -Walking	L -Lifting L -Taste/Smell L -Typing	L -Color / Depth perception L -Fine hand & finger movements L -Operate motor vehicle M -Operate various equipment
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- **Working Conditions and Schedules:**
 - G - Interacting with co-workers, vendors, and customers.
 - L - Exposed at times to fumes or airborne particles, toxic or caustic chemicals, extreme heat, risk of electrical shock, and vibration.
 - L - Exposed to various noise levels (L= private office, M= showroom/service area, G= jackhammer/metal works/heavy equipment)
 - L - Office machines, phones, fax, computers, postage meter, etc.
 - G - Working environment: non-private, varies from outside, to guest rooms, to common areas, to kitchen, etc., to adaptive office.
 - G - Works nights, weekends and holidays.

- **Necessary traits for this position:** Seeing Hearing Talking* Reading* Writing*
 - Basic comprehension of English language using the traits* marked above for purposes of safety, management direction and job responsibility, and minimal third party interaction.
 - Proficiency of the traits* marked above in the following languages for business letters, memos, customer interaction, presentations, demonstrations, employee direction, audits, etc: English Spanish French Other _____

Job Description (continued)

Job Functions, Unique Duties and Responsibilities:

Essential Functions include but not limited to the following:

- Focuses on Company Mission Statement in all operational decisions. Creates and maintains a guest first priority throughout the hotel. Responds quickly to guest comments and takes corrective action when necessary. Creates and maintains a safe, secure environment for all guests.
- Ensures that high standards and follow through are achieved for all employees in the following areas: recruitment, hiring and orientation, training and certification, wage/benefit administration, performance review, communication, discipline and use of authority. Ensures positive employee relations, low turnover, and compliance with established labor regulations.
- Spends 60% of time on property in direct guest and employee areas. Maintains a high personal visibility throughout the hotel.
- Performs timely and effective performance reviews on department heads and management staff, coaches and leads their development. Holds weekly staff meeting.
- Ensures that all employees are provided with the necessary tools and equipment to productively and safely perform their jobs. Ensures a safe working environment.
- Develops and nurtures a team of management and line staff which is focused on the hotel's properties. Utilizes performance planning to accomplish this.
- Implements and follows through on company programs in all cost management and investment areas: purchasing programs and procedures, productivity and payroll control, flex budgeting, capital improvements.
- Maintains adherence to all company accounting policies and procedures. Ensures that effective cash and asset controls are in place throughout the property. maintains a constant awareness of performance vs. plan. Provides accurate and timely three period forecast.
- Plans expenses in detail to correspond with approved revenues in line with expense and productivity standards.
- Develops a goal oriented Marketing Plan to support the financial goals. Fully implements and follows through with all management and sales personnel.
- Plans the hotel's Capital Improvement Process.
- Establishes and maintains preventive maintenance programs to protect the physical assets of the property.
- Develops new programs which result in an increased level of customer satisfaction and operational excellence.
- Actively promotes the hotel brand.
- Participates in special assignments as necessary.
- Ensures effective communication between Charter One and hotel staff through ongoing feedback.
- Maintains the desired levels of quality assurance ratings, including guest comment cards, accounting, human resource, and safety audit and inspection scores.
- Manages in compliance with established company policies and procedures.
- Manages in compliance with local, state, and federal laws and regulations.
- Attends meetings and training as requested.
- Other duties as assigned based on company's needs.

I have read and understand the above job description. I attest that I can work in these conditions, I am able to perform the job functions, and can fulfill the basic requirements/duties, to include any other reasonable requests that are asked of me. I will immediately notify my Supervisor if I am unable to comply with this job description for any reason.

Signature _____ Date _____