

Sunburst Hospitality Corporation Job Description

Job Code: 50076
Job Title: Controller
FLSA Status: Exempt
Prepared Date: April 2004
Reports To: General Manager (with dotted line to Sunburst CFO)

SUMMARY: To provide the General Manager and senior management with accurate, timely, and relevant financial data with which to manage the property.

QUALIFICATIONS: To perform this job successfully, the individual must be able to **perform each essential duty and responsibility in a safe and satisfactory manner**, and the individual must be **punctual** and **have a good attendance record**, and **have reliable means of transportation to work**. 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.*

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Supervises the hotel accounting department, including accounts receivable, accounts payable, auditing, payroll, general accounting and cashiers.
- Implements procedures and systems as directed by Sunburst's corporate office and enforces Company policies and procedures.
- Adheres to and enforces all of Sunburst's corporate accounting deadlines, including daily report processing, weekly report processing, monthly report processing and payroll processing.
- Reviews reports outlining hotel's position in areas of income, expense, and earnings, based on past, present and future operations and validates completeness, and accuracy to Sunburst's corporate office.
- Assists in preparation of budgets and financial forecasts.
- Supervises and motivates assigned Accounting Department and Front Office staff, such as Assistant Controller, Auditor, Bookkeeper and Night Auditor. Carries out supervisory responsibilities in accordance with the Company's policies, training programs, and applicable laws. Responsibilities include recruiting, interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Establishes and maintains a pro-active human resource function to ensure both employee motivation as well as adequate training and development.
- Monitors designated Accounting Department and Front Office staff performance, determining whether staff are understanding and complying with established policies and procedures such as Accounting Manual Policies and Procedures, Cash Handling Procedures, and Credit Card Policy and Procedures. Immediately advises General Manager of discrepancies with such policies, and may assist General Manager with implementing timely and effective corrective actions when necessary.
- Directs all inquiries from governmental agencies, including the Internal Revenue Service and state taxing authorities, to Sunburst's corporate office.
- Advises management on desirable operational adjustments upon review of monthly operational results.
- Assists with audits of hotel internal controls, sales taxes, and wage and hour compliance, as directed by Sunburst's corporate office.
- Maintains files of all contracts, insurance policies, tax reports, expenses, payroll, etc.
- Attends periodic meetings with General Manager and/or department heads, conducts meetings at designated intervals with staff.
- Understands the government regulations affecting hotel's operations, ensuring hotel is operated in compliance with all applicable laws, ordinances, regulations, and requirements of any federal, state or municipal authority.
- Works the front desk during busy periods or when necessary, checking in/out of guests, computing bills, collecting payment and related activities.
- Understands hotel's MANAGER ON DUTY PROGRAM, following MOD Manual guidelines and Risk Management Manual procedures when responding to incidents.
- As required of all hotel associates, assists any customer or potential customer in a prompt, courteous, friendly, and helpful manner at all times.
- Other duties and responsibilities as assigned.

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EDUCATION and/or EXPERIENCE:

Bachelor of Arts degree (B.A.) from four-year college or university; or two to four years related experience and/or training; or equivalent combination of education and experience is *preferred*. At a minimum, must possess at least two years related accounting experience and training or an Associates in Arts degree (A.A.) or equivalent from two-year college or technical school.

COMPUTER SKILLS: Controllers must have sufficient computer skills that will allow them to be able to use, in a proficient manner, all Company-issued software programs implemented at the hotel, including but not limited to **Microsoft Word, Microsoft Excel, Property Management System (PMS) programs, Daily Revenue System (DRS) programs, Company-issued internet browser programs, and Company-issued electronic mail programs.** NOTE: Company-issued software programs implemented at a particular Sunburst hotel may be changed from time to time; the Controller is required to learn the new programs and upgrades as soon as practicable after such items are provided to the hotel.

LANGUAGE SKILLS, REASONING ABILITY & MATH SKILLS: *A Controller must be able to:*

- Organize own activities to make the best use of time and effort.
- Apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Read and interpret business records, technical records and statistical reports presented in written, mathematical or diagram form, and be able to work math problems quickly and accurately.
- Write routine reports, correspondence, business letters, summaries, and reports in English using prescribed format, and conforming to all rules of punctuation, grammar, diction, and style.
- Speak effectively in English with customers and employees.

PHYSICAL DEMANDS: 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. While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee must regularly lift and/or move up to 10 pounds and frequently lift and/or move up to 25 pounds. The employee must be able to see differences in widths and lengths of lines such as those on graphs. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

ENVIRONMENTAL CONDITIONS: *Inside:* Protection from weather conditions but not necessarily from temperature changes. A job is considered "inside" if the worker spends approximately 75 percent or more of the time inside.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Must be able to work effectively in a stressful environment, communicate well with others, effectively deal with guests, and accept constructive criticism from supervisors.
- Must be able to change activity frequently and cope with interruptions.
- Must be able to work according to set schedule, including weekends and holidays as required.

IMPORTANT NOTE: *Essential functions of this job are described under the headings above. The job requirements and features are subject to change from time to time due to the then-current needs and requirements of the Company and/or the hotel.*

Employee Signature

Employee Name – Printed

Date

Note to General Manager: please provide a copy of this signed job description to the employee and place the original in the employee's personnel file.