

Sunburst Hospitality Corporation Job Description

Job Code: 50286
Job Title: Operations Manager
FLSA Status: Exempt
Prepared Date: September 2001
Reports To: General Manager

SUMMARY

Directly supervises all rental office employees and ensures proper completion of all rental office duties. Directs and coordinates the activities of the rental office, reservations, guest services, and telephone areas.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

All employees are required to assist any customer or potential customer in a prompt, courteous, friendly, and helpful manner at all times.

Supervises and motivates assigned employees including hiring, firing, coaching, counseling, evaluating and training.

Schedules the rental office staff.

Supervises workloads during shifts.

Evaluates the job performance of each rental office employee.

Maintains working relationships and communicates with all departments.

Maintains master key control.

Verifies that accurate room status information is maintained and properly communicated.

Resolves guest problems quickly, efficiently and courteously.

Updates group information. Maintains, monitors and prepares group requirements. Communicates information to appropriate personnel.

Reviews and completes credit limit report.

Works within the allotted budget for the rental office.

Receives information from the previous shift manager and passes on pertinent details to oncoming manager.

Checks cashiers in and out and verifies bank deposits at the end of each shift.

Enforces all cash handling, check cashing and credit policies.

Job Code: 50286
Job Title: Operations Manager

ESSENTIAL DUTIES AND RESPONSIBILITIES continued

Conducts regularly scheduled meetings with rental office employees.

Wears the proper uniform at all times. Requires all rental office employees to wear proper uniforms at all times.

Upholds the hotel's commitment to hospitality.

Manages in compliance with established company policies and procedures.

Manages in compliance with local, state, and federal laws and regulations.

NON-ESSENTIAL DUTIES

Other duties and responsibilities as assigned.

SUPERVISORY RESPONSIBILITIES

May supervise one or more of the following positions:

Guest Services Agent

QUALIFICATIONS 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.

Speaks and writes English clearly and listens carefully.

Communicates well with many different kinds of people.

Plans the activities of others.

Changes easily and frequently between tasks.

Understand and use computers and related equipment.

Reads and interprets business records and reports.

Makes business decisions based on sound business practices and personal experience.

Deals with the general public, customers, employees, union and government officials with tact and courtesy.

Understands, can operate and teach Sunburst systems such as Kronos, Guest comments, Topline, Signature, Choice 2001 and STAR report.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Code: 50286
Job Title: Operations Manager

PHYSICAL DEMANDS continued

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds.

EDUCATION and/or EXPERIENCE

Associate's degree (A. A.) from two-year college or technical school; or two to four years related experience and/or training; or equivalent combination of education and experience.

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.

Generally protected from weather conditions but not necessarily from temperature changes.

Must be able to work effectively in a stressful environment, communicate well with others and effectively deal with guest and employee concerns.

The noise level in the work environment is usually moderate.

IMPORTANT NOTE: Critical features of this job are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons.

Employee Signature

Employee Name - Printed

Date

Note to Manager:

Please provide a copy of this signed job description to the employee and place the original in the employee's personnel file.