

JOB TITLE: Assistant General Manager

DEPARTMENT CODE: 5001

JOB CODE: 5265

REPORTS TO: General Manager

LOCATION: Traditions at The Glen

DATE: January 2023

BASIC PURPOSE: Plan and manage two major functions of the hotel (e.g., the food and beverage and room operations) to achieve customer (guest, employee, corporate and owner) satisfaction and quality service while meeting/exceeding financial goals.

ORGANIZATIONAL SCOPE: Position is responsible for short and long term planning and day-to-day operations of two major functions in the hotel. Develops and recommends the budget, marketing plans and objectives and manages within those approved plans.

ESSENTIAL FUNCTIONS:

1. Assist General Manager in overseeing and developing the Rooms and Food and Beverage Departments, and our Golf Department. Assume the responsibilities of the General Manager in his/her absence. Seek to develop the skills necessary to be able to operate the Hotel on their own. (30%)
2. Manage the Human Resources in order to attract, retain and motivate the employees; hire, train, develop, empower, coach and counsel, conduct performance and salary reviews, resolve problems, provide open communication vehicles, discipline and terminate as appropriate. (20%)
3. Develop, recommend, implement and manage the annual budget, business/marketing plan, forecasts and objectives to meet/exceed management expectations. (20%)
4. Implement company programs (TAG/Franchiser), develop local programs and procedures and manage the operations of the group, ensuring compliance with SOP's, safety regulations and all other federal, state and local laws and regulations to ensure optimal levels of quality service and customer satisfaction. (10%)
5. Resolve customer complaints as appropriate to maintain a high level of customer satisfaction and quality. (10%)
6. Manage the maintenance/sanitation of the front and back of the house to protect the assets, comply with regulations and ensure quality service and customer satisfaction. (10%)

**TRADITIONS AT THE GLEN
JOB DESCRIPTION**

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NON-ESSENTIAL FUNCTIONS:

1. Perform special projects and other responsibilities as assigned. Participate in task forces and committees as requested. (3%)

Knowledge and Skills:

Education: A four-year college degree or equivalent education/experience.

Experience: Five to ten years of employment in a related position with this company or other organization(s).

Skills and Abilities:

Requires advanced knowledge of the hospitality and business management fields. Requires considerable working knowledge or other major areas and the skill to integrate and communicate that information.

Requires studying, analyzing and interpreting complex activities or information in order to improve know practices or develop new approaches.

Ability to make decisions with only general policies and procedures for guidance and keeping the General Manager informed of general direction.

Requires highly developed communication skills to frequently negotiate, convince, sell and influence other managerial personnel, hotel guests and/or corporate clients.

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No. Of employees supervised: One to Seventy five employees

Travel Required: Required for meetings, training, conferences and banking and obtaining supplies.

Hours Required: Forty five to Fifty five hours over a five- Six day period; flexible; days and times may vary based on need.

JOB TITLE: Assistant General Manager
JOB CODE: 250504

LOCATION:

DATE:

ENVIRONMENT
Physical Job Requirements
(for essential functions only)

Lifting/Pushing/Pulling/Carrying Describe the type(s) of required lifting, pushing, pulling, and/or carrying to include objects, weights and frequency.

___ **Lifting/Pushing/Pulling/Carrying Required. 10%**

Bending/Kneeling Describe the type(s) of required bending and/or kneeling to include when, why and how often.

___ **Bending/Kneeling Required. 10%**

Mobility Describe the type(s) of mobility required to include distances and % of time involved.

Walk through front and back of hotel. 20%
___ **Stationary Position**

Continuous Standing Describe the reasons to include time period and frequency.

___ **Continuous Standing Required. 5%**

Climbing Stairs: Up to approx. 20-30 steps 10% of week. (time period).

Ladders: Up to approx, ___ feet ___ % if ___ (time period).

___ **Climbing Required. 5%**

Driving Describe type of vehicle, distances, % of time involved and frequency.

___ **Driving Required. 3%**

Work Environment **Inside: 95% of time (time period). Outside 5% Banquets and Golf**

JOB TITLE: Assistant General Manager
JOB CODE: 250504

LOCATION:

DATE:

ENVIRONMENT
Physical Job Requirements
(for essential functions only)

Hearing: **Critical** **Moderate** **Minimal**

Explain: Communicate with managers, guests and employees.

Vision: **Critical** **Moderate** **Minimal**

Explain: Visually inspect hotel.

Speech: **Critical** **Moderate** **Minimal**

Explain: Communicate with managers, guests and employees.

Literacy: **Critical** **Moderate** **Minimal**

Explain: Reports, plans, policies, procedures

Chemicals/Agents: Describe any chemicals/agents to include what they are, warnings and frequency of use.

Some Chemicals/Agents Used. (Sanitation)

Protective Clothing: Type:

Approx. _____ % of _____ (time period)

None Required.

Equipment Operation List type of equipment and frequency of use.

Computer, telephone, calculator, kitchen equipment

Other Considerations:

As needed. _____