

CityFlatsHotel

Job Posting

General Manager

Organization Name: CityFlatsHotel Grand Rapids, LLC

Reports to: Operations Manager

Job Location: Grand Rapids, MI

Position Summary:

Our uniquely designed 48 room boutique hotel is seeking a dynamic General Manager to join our team at our CityFlatsHotel located in the heart of downtown Grand Rapids. Candidates must have prior hotel management experience, and a passion for delivering superior customer service. Candidate will be responsible for the day to day activities in the hotel, and monitoring all hotel departments to make certain guests are having an excellent experience. This is a very visible position in the hotel that will work directly with the all staff and managers to ensure growth and success for the CityFlatsHotel brand.

Responsibilities & Duties:

- Responsible for day to day operations in all hotel departments
- Effectively resolve issues and problems with guests and employees
- Monitor room inventories, rates and selling of on all 3rd party sites
- Communicate between departments to ensure excellent guest experience
- Monitor hotel staffing levels and hire and discipline staff
- Work together with the Assistant GM/Front Desk Supervisor to ensure Front of House, Maintenance and Housekeeping labor levels are in line with the business of the hotel
- Oversee general upkeep of building and grounds; work closely with the Head Housekeeper and Building Maintenance Manager to schedule maintenance and repairs in a timely manner
- Prepare financial documents for corporate office both daily and monthly
- Reconcile Accounts Payable & Receivable on a monthly basis
- Perform other duties directed by Operations Manager

Qualifications & Skills:

- Requires a Bachelor's degree in Hotel Management or related business
- Revenue Management Certification or Degree a plus
- Thorough understanding of how to monitor and best sell the hotel
- Excellent communication skills via verbal, written and electronic correspondence
- Knowledge of hotel software and various hotel documents
- Strong guest service skills
- Literate in Microsoft Office and Excel applications; experience in MSI PMS systems a plus
- Leadership skills: ability to assign and delegate duties
- Ability to work with and appreciate employees at all levels of the organization
- Possess a passion for workplace versatility and an appetite to help out whenever needed
- Knowledge of hotel forecasting, hotel budgeting and revenue management
- Able to work all shifts if necessary
- Minimum of 5 years successful managing in a hotel environment