

## **Value Place - HMC General Manager**

We are excited to get the right leadership in place for this hands-on leadership role at Value Place! This is a highly responsible position capable of generating profit to exceed budget expectations while maintaining operational and guest service standards. Reporting directly to the District Manager, you will handle all of the P&L decisions for a multi-million dollar operation.

Our most successful General Managers have outgoing personalities and generate revenue by asking for the sale. You will create a high energy, positive environment with highly-productive work habits for your team and a warm, inviting atmosphere for guests. General Managers recruit, select, orient, train, and manage a team of 6 - 8.

Performance based culture... We work hard and we play hard - respecting the balance between personal life and work life. We offer equal opportunity and advancement based on merit - operating with a small efficient team of hospitality professionals.

Compensation includes base pay plus monthly, quarterly and yearly bonuses.

Bi-lingual applicants are preferred, but not necessary.

EOE; empresa no discriminatorio

### **Essential Functions:**

Develop, administer and control the property revenue and expense budgets. Responsible for monthly inventories, ordering and receiving goods.

Analyze Profit & Loss and General Ledger statements. Submit P&L Variance Reports in a timely manner.

Review and approve the property payroll.

Review and approve transmittals and other front office paperwork and reports.

Authorize direct bill accounts with direct supervisor and monitor the administration of Accounts Receivable.

Maintain relationships with vendors.

Collection of vending machine monies.

Facilitate/lead management processes within the property and complete sales and marketing objectives each Wednesday.

Ensure leads are actively managed and followed up on.

Maintain relationships with target accounts. Sustain pieces of business that are core business. Retain and service that business.

Develop and maintain rapport with competitive properties, City Convention and Visitors Bureau, Chamber of Commerce, lead sources, clients, etc.

Review studio inventory management to ensure maximization of studio revenue.

Suggest/Sell Value Place amenities, products and services in order to accommodate resident's needs and increase revenues.

Interview and hire office, housekeeping and maintenance team members.

Ensure proper selection, training, counseling and motivation of all team members.

Ensure proper administration of Value Place benefits programs to all property team members.

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Conduct all hourly personnel performance appraisals.

Review all hourly team member disciplinary procedures and documentation. Follow progressive discipline steps, up to and including termination, to correct team member performance deficiencies.

Ensure team member attitude of attentiveness.

Meet with and solicit comments from residents on a regular basis to determine their level of satisfaction with resident services and facilities.

Monitor results of guest comments. Take appropriate corrective actions on a timely basis.

Respond and follow up on all written resident complaints. Ensure resident satisfaction with resolution of the complaint or problem.

Make suggestions for ways to improve operations and increase profitability.

Inspect studios daily according to quality standards for cleanliness and proper preventative maintenance.

Complete and submit all forms for property capital improvements.

Responsible for knowing property emergency procedures.

Ensure all team members are trained to act according to procedure, in the event of an emergency or accident at the property.

Ensure a viable key control program is in place in all property departments, with documentation.

Follow appropriate cash control procedures.

Make daily bank deposits.

Ensure the security needs of the property and residents are met.

Respond to requests from immediate supervisor. Follow-up with immediate supervisor on a regular basis.

Review daily front office procedures and assure proper transmission of all necessary information.

Ensure proper uniform standards are followed throughout departments.

Familiarize yourself with area attractions and services to accommodate resident's needs.

### **Performance Factors:**

Execution of OSHA codes, company safety and security policy Maintain QAR scores of 80% or above  
Complete projects on time and within budget Maintain positive communication and productive working relationship with HMC, vendors, and guests Apply creative solutions consistent with our mission of: Cleaner, Safer, Simple, Flexible, and Affordable

### **Experience Required:**

Bachelor's degree and applicable experience preferred Cost management, strategic planning, and operations reporting experience; including P&L responsibilities Proactive and aggressive problem-solving Strong team development and leadership background Excellent oral and written communication skills Self-starter able to prioritize multiple projects and meet deadlines under pressure Excellent organizational time management skills required Proficiency with MS Word, Excel, and Outlook Requires reliable transportation