

POSITION DESCRIPTION

JOB TITLE: Hotel/Resident Apartment Manager (Full-Time)

DEPARTMENT: Hotel Operations

REPORTS TO: Scripps Inn Manager; General Manager of the Rancho Bernardo Inn

ESSENTIAL PURPOSE: To oversee the staff and operations of the La Jolla Riviera and to ensure efficient, professional handling of arriving and departing hotel guests. To be responsible for the operation and maintenance of the apartment units as the Resident Manager of the La Jolla Riviera.

ESSENTIAL DUTIES:***Hotel Management:***

- To understand and respond to all guest needs and requests in a timely and professional manner.
- To hire, train, schedule, support, review, discipline, and terminate employees directly accountable to his/her position, to maintain highest possible levels of employee morale and productivity.
- To provide gracious and sincere customer service to all arriving and departing hotel guests.
- To ensure the proper handling of guest check-ins and check-outs, including welcoming guests; establishing credit; accurately entering information in the property management system; explaining to guests all aspects of reservation and hotel operations to the guest; and ensuring guest satisfaction with rooms and other arrangements.
- To consistently update the property's social media outlets and assist Marketing with public relations and advertising needs.
- To develop and implement yield management practices to increase and maximize revenue.
- To communicate, on a daily basis, all pertinent operation and project information to relevant departments.
- To supervise the Housekeeping staff and to ensure that hotel standards of cleanliness and aesthetics for rooms are met.

- To purchase and control inventory, in-room amenities, cleaning supplies, newspapers, and other items, as needed.
- To diplomatically and effectively handle all guest complaints.
- To assist with day-to-day operations at Scripps Inn, as directed.
- To maximize hotel revenue through salesmanship and status control.
- To ensure proper maintenance and control of guest room keys.
- To maintain and process accurate payroll records for staff and housekeeping.
- To review all billings and submit approved billings to accounting for payment.
- To follow all specified procedures to correctly handle all cash and credit card transactions.

Apartment Management:

- To understand and respond to tenant needs and requests in a timely and professional manner.
- To update advertising of vacant apartment units.
- To tour apartments with prospective tenants.
- To obtain resident applications and to use correct procedures when handling credit and reference checks.
- To ensure complete and executed Lease agreements are on file and to collect and process deposits prior to occupancy of the unit.
- To provide tenants with assistance with moving in and out of the units.
- To collect monthly rents and late charges in a timely manner.
- To issue late rent notices or delinquent notices, as needed.
- To conduct walk-through of vacated units and to prepare unit for occupancy.
- To process any relevant paperwork if evictions are required.
- To enforce apartment rules and regulations.
- To coordinate with the Maintenance Department to ensure the timely and professional completion of maintenance and repair work in tenant units and public areas.

- To assist, as directed, to prepare annual departmental budget.
- To continually monitor and control departmental expenditures to ensure meeting operational standards.
- To put out to bid, annually, all major vendor supplies needed for departmental operations.
- To schedule repairs as needed and to obtain quotes for larger repairs or capital items.

General:

- To follow all policies and procedures of JC Resorts LLC.
- To be completely familiar with emergency procedures, and provide calm reassuring assistance to guests, tenants and fellow employees in the event of an emergency.
- To coordinate with the Maintenance Department to ensure the timely and professional completion of maintenance and repair work in guest rooms, tenant units and public areas.
- To properly document Personnel/Payroll transactions, as directed, for processing in the Human Resources office.
- To assist, as directed, to prepare annual departmental budget.
- To continually monitor and control departmental expenditures to ensure meeting operational standards.
- To put out to bid, annually, all major vendor supplies needed for departmental operations.
- To immediately report all suspicious occurrences and hazardous conditions.
- To regularly walk the property and to address safety issues and concerns, and to alert maintenance or management, as needed.
- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others.
- To ensure safe work practices of all staff, including compliance with company and departmental safety rules and regulations and the proper use and handling of all relevant equipment.
- To conduct safety training for all staff before they begin to work.

- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

JOB KNOWLEDGE & EDUCATIONAL LEVEL: Three years of experience in management of bed & breakfast or condominiums required. English fluency required. Must have minimum three years of experience in hotel front desk position, including one year in supervisory capacity. Familiar with OSHA, SB198, local Department of Health regulations, and relevant current laws governing handling of hazardous substances.

SKILLS AND APTITUDES: Demonstrated ability to train staff and ensure luxury resort customer service. Strong written and verbal communication skills. Detail oriented. Organized and efficient. Safety-minded. High quality standards for production and service. Good team player. Customer service focus. Ability to effectively manage staff to maintain a high level of morale and productivity.

WORKING CONDITIONS: Works indoors throughout shift, in clean, and well-lighted office and Front Desk area. Bi-level structures.

PHYSICAL DEMANDS: Stands and walks short distances throughout shift. Bends, stoops, and reaches to perform routine job tasks. Moderate use of phones, throughout shift. Occasionally required to handle and move objects weighing up to 75 lbs. over short distances. Uses personal computer approximately 25% of shift. Frequent use of stairs, daily. Must be flexible to work long hours. Must be able to work well under pressure.

IMPACT OF DECISION: Decisions directly impact business levels, customer service, and the public image of the hotel. Poor decisions may result in customer dissatisfaction and loss of revenues, due to unprofessional manner, lack of follow through, ineffective management of staff, unsafe work practices, or improperly handled customer service situations.

GENERAL: Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

JOB CLASSIFICATION: The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

EXEMPT POSITION: Exempt employees are not covered by the overtime provisions and do not receive overtime pay. Exempt employees are paid a fixed salary that is intended to cover all of the compensation to which they are entitled. Because they are exempt, such employees are not entitled to additional compensation for extra hours of work or time off in lieu of additional compensation.

AT-WILL EMPLOYMENT: The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered “at will.” This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

Employee's name (please print)

Employee signature
Date: _____