

### **JOB SUMMARY:**

The I-29 Motel Manager is responsible for the overall operation of the motel. The manager will ensure that all guests receive first-rate service. Managers who create a reputation for excellence are likely to attract new guests through referrals and industry-wide quality ratings.

The I-29 Motel Manager will manage all aspects of the motel property; including operations, staffing, and customer satisfaction. The motel manager will oversee the property's maintenance and appearance.

### **SUPERVISION:**

This employee will receive administrative direction from the SWHA Executive Director. The I-29 Manager is required to submit financial reports and all motel transactions to the SWHA Finance Manager and assigned Bookkeeper. Manager will supervise hotel staff.

### **DUTIES AND RESPONSIBILITIES:**

1. Manage the day-to-day activities of motel operations.
2. Manager will serve as the front desk clerk when needed, by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages.
3. Keep accurate records of occupied rooms and guest accounts.
4. Making and confirming motel reservations.
5. Manager must be able or willing to learn "Easy Inn Keeping Software," that the motel currently uses.
6. Manager oversees incoming and outgoing mail.
7. Manager is responsible for invoicing.
8. Manager will ensure that all guests are current on their billing.
9. Manager will conduct regular inspections of all hotel areas.

## I-29 MOTEL MANAGER JOB DESCRIPTION

10. Manager will maintain inventory control systems for all supplies, chemicals, and equipment.
11. Manager will inspect all guest rooms to ensure that daily tasks have been completed. Such as: making of beds, cleaning of bathrooms, vacuuming, dusting, replenishing guest supplies, document and report any damages or stolen items to the bookkeeper, Finance Manager, and SWHA Executive Director.
12. Manager will ensure that all emergencies are to be reported to the proper authorities.
13. Provide a monthly report to the SWHA Executive Director.
14. Exhibit a friendly, helpful, and courteous manner when dealing with customers, vendors, and co-workers.
15. Develop cost reduction strategies.
16. Prepare the motel's yearly budget and budget revisions.
17. Perform related work as required or assigned by the Executive Director.

### **REQUIREMENTS AND QUALIFICATIONS:**

- Minimum education of an Associates Degree in hotel management, business management, or hospitality. A four-year degree is preferred.
- Work experience of 3+ years in hotel management or operations is preferred.
- Must be extremely efficient in Microsoft Office products, including but not limited to Excel, Word, Office, and PowerPoint.
- Have a knowledge of motel or property management software.
- Indian Preference will apply.
- Veteran's Preference will apply.