



### JOB INFORMATION

Job Code:	143028
Job Title:	Hotel General Manager
FLSA Status:	Exempt
Supervisory:	Manages through multiple layers of subordinate supervisors.
Job Family:	Hotel Service
Job Family Group:	Auxiliary Services 1
Management Level:	5 Manager

### JOB SUMMARY

Serves as the primary strategic business leader for the Auxiliary Services Hotel, associated food and beverage functions and restaurant unit. Has responsibility for directing operations, services, programs, staff supervision and business systems. Oversees all aspects of budget development, sales and revenue generation, brand service strategy and guest services initiatives. Reports to the Associate Senior Vice President of Auxiliary Services. (Usage of this job description is limited to the hotel and restaurant unit of Auxiliary Services.)

### JOB QUALIFICATIONS:

#### Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Master's degree	

#### Additional Education

**Check here if experience may substitute for some of the above education.**

Combined experience/education as substitute for minimum education

#### Work Experience

Req	Pref	Work Experience	Experience Level
X		8 years	

#### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

Combined experience/education as substitute for minimum work experience

#### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Directly related management experience.
	X	Management level experience operating hotels and/or food and beverage establishments.

#### Other Job Factors

## JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Develops and implements guest satisfaction initiatives for the Auxiliary Services Hotel and restaurant unit, sets goals and objectives and ensures staff are meeting full customer service satisfaction and standards. Meets customer needs, offers options, researches and resolves problems and follows up with customers.				
Oversees sales and revenue generation for room bookings, conferencing and catering and hotel restaurants. Ensures sales methods are leveraged and initiates independent and proactive sales initiatives. Develops sales plans and strategies, completes competitive analysis, and determines goals and objectives.				
Directly or indirectly supervises all staff assigned to the operations, usually through subordinate managers and assistant managers. Determines and/or recommends salary administration including raises, promotions and reclassifications. Approves/disapproves all work guidance actions within division.				
Oversees recruitment, hiring, orientation, training and supervision of hotel and restaurant staff. Oversees performance evaluation process, ensuring consistent use of applicable policies and procedures. Counsels disciplines, and/or terminates employees as required.				
Plans, develops and manages the hotel and restaurant budget. Approves/disapproves expenditures. Prepares financial status reports, as requested.				
Develops and implements policies and procedures and short and long-term strategic plans to enhance the hotel and restaurant brand service strategy. Ensures all brand requirements are met.				
Operates food and beverage outlets to ensure all standards are maintained in terms of presentation, services, sanitation and all related industry standards.				
Maintains currency with, understands and ensures hotel and restaurant compliance with all university policies and procedures, departmental policies and procedures and with all applicable state, federal and local laws and regulations. Ensures compliance with all governmental hotel and lodging industry standards.				
Develops, implements and administers plans for effective communication programs within the hotel and restaurants. Ensures a team atmosphere is maintained and staff members are knowledgeable about hotel and university related events.				
Serves as information source for the university community and/or the general public concerning programs and projects related to the hotel and associated food and beverage establishments.				
Establishes and maintains appropriate network of professional contacts and industry knowledge. Maintains currency with professional organizations and publications. Attends and participates in meetings, conferences, etc. Represents university and/or division as appropriate.				
Oversees inspection, maintenance, repair, refurbishment and replacement of all hotel and restaurant facilities, furnishings, equipment, etc. Reviews plans and specifications for construction or refurbishment of new or redesigned facilities. Oversees inventory control, records and reports.				
Oversees installation, maintenance and continuing development of the hotel and restaurant information technology systems.				

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>

<i>Campus Security Authority (CSA)</i>	<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>	Yes

**ACKNOWLEDGMENTS**

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

_____	_____	_____
Print Employee Name	Signature	Date
_____	_____	_____
Print Manager Name	Signature	Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.