



JOB INFORMATION

<i>Job Code:</i>	143034
<i>Job Title:</i>	Hotel Revenue Analyst
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May oversee staff, students, volunteers, agencies and/or resource employees.
<i>Job Family:</i>	Hospitality
<i>Job Family Group:</i>	Auxiliary Services 1
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Utilizes reliable reporting practices and yield-management techniques to maximize revenue and bottom-line profits for a university hotel. Establishes forecasting goals for room revenue, occupancy, and average daily rates. Responsible for property occupancy and competitive analyses, pricing, direct sales involvement, promotion and marketing efforts.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		
	X	Bachelor's degree	Business Administration	Or
	X	Bachelor's degree	Finance	Or
	X	Bachelor's degree	Hospitality Management	Or
	X	Bachelor's degree	in related field(s)	

Additional Education

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

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		3 years	in revenue/hotel management, business, finance, hospitality, and/or related field	
	X	5 years	in hotel and/or event management	

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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Excellent math, forecasting, statistical, financial, analytical and critical thinking skills.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Proven working experience with general financial statements and principles.
X		Experience coordinating, organizing, managing, and executing projects, events and programming.
X		Excellent oral and written communication skills, proven attention to detail, and experience creating and conducting presentations.
X		Strong interpersonal and diplomatic skills for communicating tactfully with all levels of staff, media, and diverse individuals and groups.
X		Ability to lead and guide diverse, high-performing teams, fostering an environment of trust, collaboration, transparency, and accountability.
	X	Familiarity with SQL, Business Objects, Micros, Power BI, MicroStrategy, and/or Tableau.
	X	Knowledge of market research and revenue generation.
	X	Adept at translating complex information into relevant and understandable communications for multiple audiences.
	X	Proven experience managing projects from conception to implementation, creating project plans with deadlines and aggressive timetables.
	X	Experience leading change management efforts.
	X	Demonstrated understanding of integrated marketing communications, strategy development, and implementation within large organizations serving diverse populations.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages hotel distribution channels (e.g., central reservation, travel agencies, internet), coordinating with sales directors and managers to evaluate partner performance and the hotel's contracted rates and pricing strategies. Maintains accurate rates, inventory allotments, and the property management system, implementing appropriate distribution strategies and ensuring rate parity. Evaluates performance of distribution partners and contracted rates, and stays current with third-party channels and sales opportunities.				
Regularly monitors and analyzes various industry data sources, identifying market trends, strengths, and weaknesses. Translates findings into appropriate, actionable strategies and plans that allow for tactical decisions at the department level. Creates regular, ongoing 90-day forecasts for setting daily rate strategies. Helps define, evaluate, and analyze success metrics for various hotel campaigns and initiatives. Maintains records of historical demand for hotel events and promotions.				
Reviews and monitors overall performance related to upselling, reservations, and negotiation techniques in efforts of maximizing revenue. Executes and ensures consistent service delivery of the revenue management systems and tools, conducting reviews and designing training and standard operating procedures (SOP), as needed. Maintains currency with emerging technologies and industry trends, recommending and developing improvements as appropriate.				
Manages and audits reservations department standards and operations. Provides daily pick-up analyses and reporting, and attends weekly revenue meetings discussions (e.g., strategy adjustments, need periods). Helps the front office manager implement and execute programs to ensure that the hotel's room occupancy and average daily rate objectives are met. Assists the daily maintenance of room inventory status for optimal levels of revenues while maintaining high levels of guest expectations.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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		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

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		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: https://policy.usc.edu/mandated-reporters/
<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: https://dps.usc.edu/alerts/clery/			No

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.