



Vacancy Announcement

- Title:** Hotel Manager
- Reports To:** Hospitality Director
- Location:** Hotel
- Salary:** Salary Grade Level 12, depending on experience
- Classification:** Full-time, Regular, Exempt, Non-Entry Level
- Summary:** To manage rooms for hotel in such a way that senior management achieves financial goals established by the ownership. A hotel Manager is responsible for the day-to-day management of a hotel/gift shop and its staff. They have accountability for budgeting and financial management, planning, organizing and directing all hotel services, including front-of-house (reception, reservations), and housekeeping.

Application Deadline: *Open Until Filled*

Applications are available at all Tribal Offices or on the Internet at www.rainrockcasino.com, just click on the tab for Rain Rock Casino. The Karuk Tribe's **(TERO) Preference and Drug & Alcohol Policy** apply. If selected applicants must successfully pass a drug screening test and be willing to submit to a criminal background check.

Job descriptions are available online at: www.rainrockcasino.com or by contacting the Human Resource Department, Telephone (530) 777-RAIN, Address: 777 Casino Way, Yreka, CA 96097, Email: dbernal@rainrockcasino.com



Position Description

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Summary:

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Essential Duties and Responsibilities including the following:

1. Taking a strategic overview and planning ahead to maximize profits, the manager is responsible for the day-to-day operation of the hotel/resort, must pay attention to the details, setting the policies/example for staff to deliver a standard of service and presentation that meets guests' needs and expectations.
2. Business and people management are equally important elements.
3. Maintains a positive attitude at all times, supporting the policies of Senior Management of the Casino.
4. Coach, mentor, and develop team members for improved performance.
5. Issuing timely performance evaluations on subordinates and offering guidelines and resources to achieve goals.
6. Must maintain the strictest confidence of any and all confidential information disclosed by Rain Rock Casino.
7. Hire, train, and supervise front desk/office supervisor, housekeeping staff, and other hotel positions.
8. Maintain expected levels of service and cleanliness in rooms.
9. Establish and maintain guest service standards.

10. Remain abreast of industry trends and design programs to encourage high level of team member performance.
11. Maintain and update hotel system and procedures to maintain the highest performance levels.
12. Develop, monitors and yields hotel room rates.
13. Completes hotel room occupancy projections, provide monthly summary report of hotel performance (month over month and year over year.)
14. Review all rooms rate seasonally to be competitive in market.
15. Evaluate department supervisors frequently (front desk and housekeeper).
16. Provide senior management with recommendations for capital improvements as well as routine maintenance requests.
17. Develops and trains staff on all departments' policy and procedure (standards).
18. Confers with department heads to discuss and formulate plans for soliciting business.
19. Overseeing the budgetary process for respective departments.
20. Works with the marketing and sales team on development and administration of sales programs/packages.
21. Salaried positions-must work a minimum of 45-50 hours per week.
22. Responsible overseeing gift shop and all vending machine operations (Candy and Soda).
23. Shall be polite and maintain a priority system in accepting other position related job duties as assigned.

WORKING CONDITIONS & ENVIRONMENT

1. The noise level in the work environment is usually loud.
2. Must be available to work in a smoke-filled environment.
3. Must be able to work all shifts, weekends, and holidays.
4. Must be able to lift and/or move up to 60 pounds.

Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge and skills or abilities required.

1. Must be at least 21 years of age
2. High School diploma. Some college (preferred).
3. 3 to 5 years minimum operating in a hotel resort management capacity for a hotel of 3.5 to 4 star rating with a minimum of 75 guest rooms. Casino Hotel experience (preferred).
4. Strong background with Hotel PMS system and complete understanding of online booking and third party reservation systems.
5. Must have strong background and experience in executive administration field.
6. Must have excellent organizational and computer skills.
7. Ability to sustain a high level of confidentiality and professionalism.
8. Must possess reasonable ability to communicate in English.
9. Ability to work independently and collaboratively and communicate effectively with team members at all levels of the organizations.
10. Excellent verbal and written communications skills.

11. Excellent attention to detail.
12. Pleasant telephone voice and manner required.
13. Proven analytical, evaluative, and problem-solving abilities.
14. Ability to effectively prioritize and execute tasks in a high-pressure environment.
15. Extensive experience working in a team-oriented, collaborative environment.
16. Must possess and maintain a valid state driver's license and be insurable by the RRC's insurance carrier.
17. Willing to travel and participate in training as recommended or required.
18. Must have a Tribal Gaming License (or the ability to obtain and maintain a license) as a requirement for this position.
19. Must have employment eligibility in the U.S.
20. Must adhere to confidentiality policy.
21. Must successfully pass a drug screening test and criminal background check.
22. Indian preference will be observed in the hiring process.

Veteran's Preference: It shall be the policy of the Karuk Tribe and Rain Rock Casino to provide preference in hiring to qualified applicants claiming Veteran's Preference who have been discharged from the United States Armed Forces with honorable and under honorable conditions.

ACKNOWLEDGEMENT

I hereby acknowledge that I have read and reviewed this Job Description with my Team Leader. I also acknowledge that I have full and complete understanding of this Job Description and agree to the above noted Duties, Responsibilities, Requirements and Conditions.

Team Member Name	Signature	Date
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Team Leader Name	Signature	Date
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Council Approved: *(date)*
 Original to HR
 Copy to Team Member
 Copy to Team Leader