



Job Description

Position Title: Assistant Director of Rooms

Reports to: Vice President for Hospitality, Director of Rooms

Supervises: Housekeeping Manager, Arrangements Manager, Front Desk staff in conjunction with Director of Rooms

Status: Full-time; Salaried; Exempt

Essential Functions: Under the direction of the Vice President for Hospitality and in conjunction with the Director of Rooms, the Assistant Director of Rooms coordinates, supervises, and directs the daily operations of the rooms division, housekeeping, arrangements (meeting room setup), and the hotel front desk. This person is responsible for ensuring guest room, meeting room, and overall guest satisfaction. They will provide a wide range of management, administrative, and broad support to these critical areas. They must provide strong, effective, and strategic leadership to the teams they supervise.

Essential Duties:

The essential duties are as follows:

- Establish and promote the highest standard and degree of cleanliness and welcome by ensuring that we are providing clean guest rooms, clean and set meeting facilities, and outstanding customer service from pre-arrival to check in to checkout for all guests.
- Work with team heads to hire, train, schedule, and supervise housekeeping, arrangements, and Front Desk employees.
- Provide hands-on training and continuous coaching to direct reports.
- Ensure that work schedules are adequate for operational needs.
- Navigate staff issues as they arise; be a strong people person who can be firm and direct when necessary.
- Maintain and evolve systems that verify housekeeping records, room status, meeting room setups, check-in reports, and guest satisfaction.
- Oversee the distribution of necessary information to your areas ensuring they have the right tools to do their job.
- Schedule and conduct effective meetings for your department and attend weekly hospitality meetings.
- Continue to develop and refine departmental teamwork and cross-training.
- Develop a plan to guarantee all arriving guest and meeting rooms are ready.

- Responsible for approving schedules and projected labor cost weekly/monthly and compliance with budget.
- Conduct a minimum of quarterly inspections of all lodging and meeting space facilities; maintain inspection punch list, action plans, and follow-up documentation to ensure facilities are maintained to MRA standards of safety, quality, and cleanliness.
- Stay on top of all policies, procedures, and trainings for the work release program with the Swannanoa Correctional Unit for Women.
- Ensure that open communication is maintained with all MRA departments and that a strong working relationship is kept with Events Coordinator, Group Sales Coordinators, Conference Programmers, Conference Registrars, and Director of Maintenance.
- Develop and motivate employees.
- Maintain a safe working environment.
- Provide regular performance feedback and reviews of staff.
- Ensure that all MRA employee standards are upheld and maintained.
- All other duties as assigned.

Requirements:

To perform this role successfully, an individual must have experience achieving desired results in their areas of responsibility. The requirements listed below are representative of behaviors and essential knowledge, skill, and abilities required.

- Proven ability to host/facilitate effective meetings, motivate teams to produce results with tight time frames while simultaneously managing several projects.
- Provide a culture of accountability.
- Able to maintain a high level of integrity and professionalism.
- Able to set an example of a positive work ethic and attitude.
- Able to implement the North Carolina health codes.
- Able to manage multiple tasks, prioritize effectively, solve problems, and be detail oriented.
- Able to communicate effectively (oral and written communications).
- Able to problem and people solve.
- Able to work independently without direct supervision.
- Able to work a flexible schedule including evenings, weekends, and holidays.
- Able to work productively under pressure to meet deadlines.
- Knowledge of and ability to use computer programs (Office 365), as well as learn Resort Data Processing and Reserve Interactive, Montreat Conference Center's property management systems.

Physical Demands:

- Able to climb stairs, walk, and stand for extended periods of time and function in an active work setting with fluctuating temperatures.
- Able to bend, stretch, and lift moderate weights (30lb.)

- Able to work flexible schedule including nights, weekends, holidays.

Competencies:

- Ability to work well independently and meet deadlines.
- Ability to communicate effectively.
- Ability to plan and prepare for assigned tasks.
- Ability to manage staff and offer constructive feedback and direction.
- Exhibit fine attention to detail.
- Ability to use critical thinking and resources to solve problems.

Employee Signature:

Date:

Supervisor Signature:

Date: