



**Title:** Bowline Accommodations Manager

**Location:** Bowline Hotel

**Department:** Accommodations

**Reporting Relationship:** CEO > COO > VP > Accommodations Manager

**Supervisory Relationship:** Accommodations Manager > Shift Leads > Hourly Staff

### **Elevator Pitch**

The Accommodations Manager (AM) is a strategic and instrumental and hands-on position at Adrift Hospitality. This position supervises housekeeping staff to ensure that the quality and cleanliness of every room is in superior “guest-ready” condition prior to guests entering their room. This position is also responsible for all of the laundry operations to ensure that linens are appropriately ordered and ready for use as needed. Additionally, the AM provides training for new employees, and on-going training and mentoring for seasoned staff. This position reports to the VP of Oregon Operations.

### **Duties + Responsibilities**

- Manages accommodations department for Bowline Hotel
- Proactively develop and plan team schedules that optimizes employees strengths, recognizing their scheduling needs, while not sacrificing quality.
- Create daily plan for the accommodations department.
- Responsible for working with the team to provide a high touch guest experience and superior accommodations.
- Troubleshoot, de-escalate and make appropriate decisions for the operations as needed.
- Responsible for getting all lost + found items to the front desk in a timely manner.
- Monitors inventory of all housekeeping supplies ensuring that staff has the necessary supplies available to perform their assignments.
- Ensure all rooms are inspected prior to guest arrival and common areas and grounds are inspected daily.
- Responsible for ensuring that all items purchased from rooms are accounted for.
- Responsible for making sure that any maintenance issues are directed to facilities in a timely manner.
- Responsible for staff reviews (90-day, annual, raises, etc.).
- Responsible for accurately utilizing the training plan that is in place and improving as needed.
- Responsible for creating a positive work environment for the team, being a good leader, and fostering teamwork.

- Responsible for helping to train/mentor staff (new and existing) as needed.
- Work with HR and VP on hiring needs.
- Work alongside HR and VP on disciplinary needs.
- Be willing to accept when to escalate sensitive matters to VP or HR.
- Be a self-starter and responsible for finding creative solutions in an ever changing work environment.

**Management Duties**

- Work on property 40-45 hours per week.
- Respond to emails in a timely manner each day you work.
- Clearly and appropriately escalate and communicate issues through correct channels.
- Be reasonably available to staff by phone.
- Deescalate issues as they arise (staff and guests)
- Arrive on property on time and ready for your shifts.
- Understand and make changes to meet budget and revenue goals.
- Continuously pursue personal growth and the growth of your team with the support of the company.
- At all times communicate in a respectful manner.
- Respond to all requests from the Director of Hotel Operations.

**Qualifications**

- Must have direct staff management experience.
- Must possess exceptional skills in training and development of staff.
- Must possess leadership skills.
- Responsible and detail oriented.
- Good communication skills.
- Must be results driven and proven.
- Must be well organized.
- Flexible and adaptable changes.
- Knowledge with various hotel systems: PMS, CRM, etc.
- Able to lift and carry linens/items up to 50lbs.
- Bilingual in Spanish is a plus!

<b>Average time spent in operations</b>	90%
<b>Average time spent on admin duties</b>	10-15%
<b>FLSA (overtime eligibility)</b>	Exempt
<b>Physically Demanding</b>	80%
<b>Customer Facing</b>	50%
<b>Weekend and evening shifts</b>	Weekends - yes / Evenings - as needed

Signature: \_\_\_\_\_ Date: \_\_\_\_\_