

Walker's Bluff Casino Resort
Job Description



Job Title: **Hotel Director**
Function: Administration
Department: Hotel
Reports To: General Manager

Position Summary: *Briefly describe the job's primary purpose or contribution to the department or organization.*

The Hotel Director is responsible for ensuring guest satisfaction and profitability within a luxury resort by providing effective leadership, direction and administration of the Hotel, Housekeeping, Spa, Valet, Call Center, Group Sales and Gift Shop. This position will drive revenue, profit and customer satisfaction by overseeing and managing each department within the hotel.

Essential Duties and Responsibilities: *List the job's most important functions and responsibilities. Include all important aspects of the job, whether performed daily, weekly, monthly, annually, or any that may occur at irregular intervals.*

- Develop the performance of all operating departments to ensure the highest possible levels of guest satisfaction while maintaining cost efficiencies.
- Design, establish and maintain an organizational structure and staffing to effectively accomplish the department's goals and objectives.
- Provide controls to ensure proper handling of inventory, guest amenities, machinery, chemicals and accounting procedures.
- Protect and enhance all departmental assets with effective programs in training, maintenance, security, and housekeeping and through the capital budgeting process.
- Deliver the department's business plan, instilling quality assurance and service standards, while ensuring a positive team-oriented environment and employee retention.
- Interpret, analyze and report on all business records and statistical data.
- Establish and implement short and long-range departmental goals, objectives, policies and operating procedures.
- Develop and effectively maintain an operational plan to optimize rates and occupancies.
- Prepare and monitor budgets. Review and approve all operating expenses.
- Collaborate with the Marketing Department regarding VIP guests, comp procedures, monthly advertising, email specials and coupon values.
- Monitor performance of local & statewide competition. Stay apprised of national resort news & trends.
- Ability to travel to other Elite Casino properties to understand their hotel operations and assist with projects as necessary.
- Provide exceptional guest service for all external and internal customers.
- Responsible for the operation of the Hotel department, successful performance of employees, and a favorable guest experience.
- Responsible for effectively managing, delegating duties, and the performance and development of department staff; inclusive of interviewing, hiring, training, evaluating, coaching, and termination of staff.
- Manage expenses based on budgeted guidelines and business volumes to include payroll and staffing levels.
- Perform all functions of personnel within span of control, as needed.
- Must maintain reasonable accessibility by phone for business purposes.
- Assure an environment which emphasizes cooperation, communication, and teamwork with all departments.
- Support compliance with all internal procedures and regulatory requirements, including those associated with underage and intoxicated guests.
- Support current law and policy to provide a work environment free from illegal and discriminatory behavior.
- Promote and ensure the safety and security of all guests and employees.
- Complete job duties with minimal supervision, maintain acceptable attendance, and use appropriate judgment and decision-making skills.
- Serve as periodic Manager on Duty (MOD), responsible for the direct supervision of all Casino operations and conduct of Casino employees while on duty.
- Job duties, tasks, work hours, work requirements, and other duties as assigned may be added or changed at any time.

Knowledge, Skills, and Abilities:

- Bachelor's Degree in Business, Hospitality Management or related field preferred.
- Requires a minimum of five years previous hotel or management experience.
- Aptitude in hotel reservation management databases.

Walker's Bluff Casino Resort
Job Description



Knowledge, Skills, and Abilities:

- Must be willing/able to work a varied work schedule in order to lead a 24/7 operation, including nights, weekends, and holidays.
- Ability to effectively utilize conflict-resolution techniques.
- Ability to analyze and interpret departmental needs and results.
- Has the resiliency to deal with difficult guests in all types of business conditions and the ability to work effectively and courteously with fellow employees.
- Ability to maintain strict confidentiality including, but not limited to, employee data, player activity, claim activity, financial data, marketing plans, and policies.
- Ability to perform assigned duties under frequent time pressures and in an interruptive environment.
- Ability to use telephone, copy/fax machine, hand-held radio, and any department-specific equipment, tools, and computer software.
- Excellent computer skills in a Microsoft Windows environment. Must include Excel and skills in database management and record keeping.
- Ability to solve complex problems and maintain mental concentration for significant periods of time.
- Ability to perform a broad variety of tasks and deadlines with an irregular work schedule.
- Above average oral and written communication skills allowing effective communication with guests and all levels of employees.
- Ability to work in casino and office environment with excessive noise levels, bright lights, and smoke environment.
- Knowledge of all facilities and promotional events available to guests on property.

Job Specific Knowledge: *The use of practical procedures and knowledge, specialized techniques, and learned skills.*

- **Mastery** – Mastery of theories, principles, and complex techniques or the diverse, cumulative equivalent gained through broad seasoning and/or special development. Typically requires a Master's degree (M. A.) or equivalent; minimum of ten years related experience and/or training; or equivalent combination of education and experience.

Managerial Knowledge: *The planning, coordinating, directing, and controlling activities and resources associated with the organization or function.*

- **Director** - Direction of a major unit with noticeable functional diversity or guidance of a function(s) which significantly affects all or most of the organization.

Human Relations Skills: *The active (either face-to-face or telephone) interpersonal skills needed to facilitate relationships with other people either within (co-workers) or outside (customers, vendors) the organization.*

- **Critical** – Skills in understanding and motivating people and negotiation. This is the highest level of interpersonal skills, usually required for positions that are accountable for the development, motivation, assessment, and reward of other employees.

Thinking: *The scope the person must think to perform the essential functions of the position.*

- **Broadly Defined** – Thinking within concepts, principles and broad guidelines towards the organization's objectives or functional goals. This is done in an environment that is intangible or unstructured.

Problem Solving: *The level of problem solving complexity required of the person in performing the essential functions.*

- **Unique** – New or nonrecurring situations requiring the development of new concepts and imaginative.

Decision Making: *The degree of decision making authority/autonomy required to perform the essential functions.*

- **Very High** – Broad organization policies, community or legislative limits, and the mandate of the organization.

Scope: *The breadth/scope of impact across the company this position has in performing the essential functions.*

- **High** – Results achieved affect all other departments and the company as a whole.

Impact: *The degree to which this position affects or brings about the results expected of their department or function.*

- **Primary** – Controlling impact – the position has effective control over the significant activities and resources which produce the results and is the sole position which must answer for the results.

Walker's Bluff Casino Resort
Job Description



| | | | | | |
|--|----------|-----------|------------------|------------|--|
| Physical Demands: | | | | | |
| Up to 50% | Standing | 25% - 50% | Lifting < 50 lbs | Up to 100% | Using hands/fingers to handle or feel |
| UP to 50% | Walking | 10%-25% | Lifting > 50 lbs | Up to 100% | Reaching with hands and arms |
| Up to 100% | Sitting | | | 10%-50% | Stooping, kneeling, crouching, or crawling |
| Less than 25% | Climbing | | | | |
| Certificates, Licenses, Registrations: <ul style="list-style-type: none">• Must hold a valid gaming license in accordance with the Racing and Gaming Commission regulations.• Must complete all company-required training within designated time frames.• Must obtain direct deposit within one week of start date. | | | | | |
| Signature: | | | Date: | | |