**Hospitality Manager
30 hours a week Part-time year-round**

Job description

We are looking for an experienced Hospitality Manager to organize and oversee daily operations of our rental facilities. You will be responsible for coordinating groups’ needs, advertising, outreach, and housekeeping.

We need someone who is very organized, driven, has excellent communication skills, and a determined problem solver to help take our rentals to the next level to help maintain our summer camp programming that is our mission as an organization.

Responsibilities

* Oversee all aspects of reservations maintaining customer satisfaction and ensuring best practices for the company as a whole
* Organizing and coordinating operations to ensure maximum efficiency
* Complete housekeeping and providing a quality service and product
* Outreach and marketing
* Hire qualified personnel according to standards
* Host groups and work with other staff to ensure all needs are being met
* Ensure supplies and equipment are adequate in quantity and quality
* Handle customer complaints when necessary
* Assist in pricing products or services
* Assume responsibility of budgeting and monitoring expenses
* Enforce adherence to regulations,policies, and quality standards
* Ensure all records are kept properly and consistently
* Review and prepare reports for senior management

Requirements

* Attention to detail
* Self-starter
* Flexible hours
* Proven experience as hospitality manager
* Hands-on experience in customer service or sales
* Solid understanding of hospitality procedures and best practices
* Knowledge of marketing, design, and outreach
* Proficient in MS Office and relevant software (e.g. ERP)
* Excellent organizational and leadership skills
* Outstanding communication (verbal and written) and interpersonal skills
* Problem-solving aptitude
* BSc/BA in hospitality management or equivalent years’ experience