Quileute Tribal Council
•QUILEUTE INDIAN TRIBE•
Personnel Department
PO Box 279 La Push, WA 98350
(360) 374-4366/4367 Fax (360) 374-4368

Job Title: **General Manager OSR**
Organization: Quileute Oceanside Resort
Supervisor: Enterprise Director
Salary Range: DOE
Opens: November 7, 2016 **Closes: November 21, 2016 **OR until filled**

Summary

The General Manager oversees all aspects of the hotel operations including: guest relations, front desk, housekeeping, maintenance, finances, team building, and staff development. The General Manager must possess strong communication skills, both verbal and written, and demonstrate outstanding leadership. The manager must be able to delegate responsibilities, organize complex projects, and establish priorities consistent with hotel objectives.

Duties and Responsibilities:

- Responsible for overall management and operations according to policy, plans, and long range goals. Reports to the Quileute Enterprise Board and the Executive Director regarding all aspects of resort management.
- Creates and operating environment that assures consistent guest satisfaction.
- Provide training and supervision to all employees including office workers, housekeepers, and maintenance staff. To include the hiring, scheduling, and yearly evaluation of resort employees.
- Responsible for staffing and coordination of all hours of operation.
- Responsible for reviewing and monitoring operational budgets, expenses, inventories, and revenue projections.
- Works with the Enterprise Bookkeeper to ensure that daily cash receipts are recorded timely and approves vendor purchases and payroll. Establishes operational budgets and monitors budgets against actual financials. Reviews financial reports and identifies key financial trends. Reports all financial activity to the Enterprise Board on a regular basis that clearly explains operational effectiveness, trends, and variances.
- Develops accurate and aggressive long and short range financial objectives.
- Works with the auditors and tribal accountants on a regular and/or annual basis.
- Prepares annual capital expenditure budget to be approved by the Enterprise Board. Responsible for oversight of all aspects of maintenance and/or repairs of resort facilities and grounds. Including identifying areas of concern while working with staff and contractors to ensure competitive progression. Monitors and reports on all projects through completion.
- Establish and maintain preventative maintenance programs, and maintain a detailed inventory including but not limited to furniture, fixtures, tools, supplies, etc.
- Conducts regular inspections of the complete and entire facilities to ensure that they meet adequate business standards and are safe for operation.
- Prepares annual marketing plan to increase occupancy, identify market opportunities, and heighten awareness of the property. Work in conjunction with other tribal enterprises to establish season promotions that produce results.
- Responsible for establishing, maintaining, and improving systems of internal control. Including reservations, cash receipts, purchases, inventory management, personnel, property, etc. These systems must ensure that the resort assets and revenue are adequately safeguarded.
- Maintains an appropriate level of community public affairs involvement.

- Implements and maintains effective open door communication system in order to reach all employees
- Deals with the general public, customers, employees, and officials with tact and courtesy.
- Enforce and abide by all Personnel Policies as well as the Drug and Alcohol Policy.
- Accepts full responsibility for managing all business activity.

Qualifications:

- At least 5 years' experience in the hospitality industry and a 4 year degree in Business or Hospitality Management or the equivalent combination of the required experience and education
- Strong background in accounting and/or fiscal management
- Must be able to live and/or work in a tribal business environment
- Must have a High School Diploma/GED
- Must have and retain a valid Washington State Driver's License and reliable transportation
- Must adhere to the Personnel Policies along with the Drug and Alcohol Policies
- Excellent computer proficiency
- A true desire to satisfy the needs of others in a fast paced environment
- Employee must deal courteously with public, guests, and staff
- Must be prompt and dependable
- Must have a neat and clean appearance
- Communicate clearly both written and verbally
- Must be accurate and detail oriented
- Must be highly motivated
- Successful experience with conflict resolution
- Ability to work in a resort setting that may require long hours. Available to handle all aspects of operation as or when needed, especially during the peak seasons and/or on an emergency basis.

Special Requirements:

The statements contained herein reflect general details as necessary to describe the principle functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or balance the workload.

Interested persons send job application to the following address:

Quileute Tribal Council
C/O Personnel Department
P.O. Box 279
La Push, WA 98350

Visit our website to download a job application at www.quileutenation.org

Priority consideration date: **November 21, 2016 thereafter 2 weeks

Except as provided by the Indian Preference Act (Tile 25, U.S. Code Sections 472 and 473), there will be no discrimination in selection because of race, color, age, sex, national origin, physical handicap, marital status, politics, membership or non-membership in a employee organization. If the applicants have equal qualifications, preference will be given to a Quileute Indian applicant and other preference to Native American and Alaskan Native.