

Hotel General Manager | Bryan/College Station, Texas

Company Overview:

Oldham Goodwin Group, LLC is a holding company for a group of integrated companies that brokers, manages, develops, and invests in the real estate sector. Headquartered in Bryan/College Station, Texas, with additional offices in Houston and San Antonio to provide comprehensive brokerage, development, management, and investment services for a variety of property types, in emerging markets, throughout the state.

Position Overview:

This position is accountable for the overall success of the hotel, meeting and exceeding revenue measures and ensuring guest satisfaction. The General Manager must supervise all areas of the hotel while maintaining brand standards and needs to achieve superior levels of quality for all clients.

Primary Responsibilities and Duties:

- Demonstrate a positive, professional, and client-oriented attitude about the company with coworkers, tenants, clients, and the public whether contact is by mail, telephone, or in person. Constantly strive for improvements in work process and results to better meet client's expectations.
- On assigned properties, act as Oldham Goodwin Group's primary coordinator to assure that our efforts fully meet and exceed contractual property management obligations. Direct the day-to-day activities of loss prevention, risk management, safety/security, maintenance, sales, marketing, and other operations.
- Develop operating income/expense budgets and capital budgets which reflect the owner's objectives for operating the property, cash flow requirements and leasing strategy. Prepare this document to be used as an ongoing, accounting report tool. Further accountability includes administration of budgets, operational review and analysis of corrective action needed. Recommend and implement programs which contribute to center profitability.
- Analyze and distribute monthly financial statements including operating variances from budget, cash management and strategies for collection of receivables.
- Bid work for asset improvement. Keep accurate records of current space conditions including roof, HVAC, utilities and special circumstances. At all times keep the space in condition to show.
- Maintain complete and accurate property files and records, according to department systems, with an emphasis on documentation for future reference. Coordinate with headquarters support staff on management company procedures for processing and distributing information. Provide prompt, detailed and accurate general status reports on all properties assigned.

- Coordinate collection and documentation of all revenues following direct billing of groups and the owner's policy on accounts receivable. Collect delinquent accounts promptly. Communicate with accounting department to ensure accuracy of accounts receivable.
- Engage, contract, supervise and approve invoices for all goods/services required to maintain the properties up to company and owner standards. Develop a network of emergency services and be available for 24 hour/weekend coverage as required. Supervise on-site maintenance mechanics, if utilized at assigned properties. Develop specifications and continually evaluate service needs and performance in all areas of maintenance and management. Forecast and manage replacement of major capital expense items including HVAC system, roof systems, parking lot surfaces, etc.
- Manage guest relations and coordinate requests for repairs and maintenance, understanding of hotel charges and guest concerns.
- Establish and maintain collaborative working relationships between departments, with coworkers, and particularly with other members of a project team. Prepare for team meetings, in advance, and act as chairperson for the meeting.
- Keep abreast of new technologies, systems and procedures related to hotel management. Travel as assigned. Perform other related duties as assigned.
- Oversight of staff consisting of approximately 35 employees.
- Oversight and involvement with hotel sales team and corporate revenue management team.

Qualifications:

- Minimum of three to five years' experience in the hospitality industry required.
- Proficient in use of hotel property management system required – i.e. OnQ, FOSSE, Opera, or Opera Express
- Strong leadership experience with demonstrated results in successfully coaching and leading sales professionals. Must be willing and available to attend outside sales calls.
- Strong experience in managing a diverse workforce including both sales and operations.
- PC literacy is required. Ability to analyze and synthesize a monthly financial statement and prepare detailed budgets and operating forecasts. Ability to note deviations from financial plan, determine causes and to provide recommendations to the owner on needed action plans.
- Strong written and verbal communications skills. Ability to understand and carry out industry specific written and oral direction. Positive, innovative approach to problem solving. Presents ideas in a clear, concise, understandable, and organized manner; negotiate, persuade, and modify opinion in order to reach the goals/objectives of the organization.

Managed by:



- Strong understanding of industry and demonstrated knowledge in the areas of financial analysis, business administration, legal, human resources, ethical practices, marketing, business development, revenue management, and sales.
- Ability to motivate and negotiate effectively with key employees, guests, top management, and client groups.
- Ability to work in an organized, efficient manner with a high level of accuracy, attention to detail, and follow-through.
- Ability to exercise judgment and discretion is critical to success. Must be professional at setting priorities and coping with competing demands.
- Excellent time-management and general organization skills.
- High level of integrity and ethics.
- Neat, professional appearance.