



## **Inn at Black Star Farms: Inn Manager**

**PURPOSE:** To oversee all operations of the Inn

**PAY RATE:** Based on experience

**CLASS:** Full-time, salary

**HOURS:** 40-45 hours/week between 8 am-7 pm

**RESPONSIBILITY:** Guest services, staff supervision, financial accountability

**REPORTING TO:** Proprietors

### **REQUIREMENTS**

- 18+ years of age
- Bachelor degree preferred, equivalent in experience and training accepted
- Flexible schedule with the ability to work evenings, weekends, and holidays
- Experience with staff supervision and client management/scheduling software preferred

### **EXPECTATIONS**

- Participate in all Inn guest services operations
- Directly supervise Inn guest services and housekeeping staff, and overnight on-call staffing
- Provide high-level guest experience support for Inn staff through guest-related conflict support and recovery communications
- Fulfill necessary purchases including housekeeping supplies, room amenities, and administrative needs
- Manage inventory including gift shop, reservation package wine, retail wine
- Coordinate group reservations through contract communications and execution, room assignments, and deposit processing
- Work with ownership to set and achieve business development and personal growth goals
- Continuously assess occupancy, revenue, and pace data to guide forward-thinking managerial planning
- Engage with Controller to manage profit-based financial standings through proper income/expense management
- Monitor hospitality and tourism industry trends and implement creative and relevant guest experiences
- Maintain community and industry involvement through professional networking and organizations
- Coordinate off-site duties like post office processing, local supply purchases, and professional meetings





- Participate in general support as needed for housekeeping, facilities, events, food service
- Attend managerial staff meetings on a weekly and biweekly basis

### **GOALS AND METRIX**

- Identifies and pursues profitable growth opportunities and has the flexibility to adjust the budget/forecast accordingly
- Formulates effective and progressive strategies aligned with mission and values; determines objectives and priorities with the executive team in alignment with evolving ownership objectives and acts as a catalyst for innovation and growth
- Results Orientation: Uses data-driven decision-making to generate opportunities; fosters a continuous improvement environment; makes novel use of existing ideas, approaches, technologies, or products
- Understands the meaning and implications of key performance indicators; manages overall financial performance; uses financial analysis to evaluate strategic options and opportunities.

