



**Now Hiring: Fairfield Inn by Marriott Athens, OH**

**Click Here To Apply:** <https://careers.hireology.com/sjbmanagement/1167120/description>

## **JOB DESCRIPTION**

**Job Title:** General Manager

**Reports To:** VP of Operations

**FLSA Status:** Exempt

**Summary:** The General Manager will be responsible for assuring that the hotel is operated in a courteous and professional manner while overseeing all staff.

### **Essential Duties and Responsibilities:**

- Establishes and maintains standards for personnel administration and performance, including:
  - Interviewing and Hiring
  - Coaching, Counseling, and Team Building
  - Teaching and training essential job duties of each position on staff
  - Ensuring that all employee files are up to date as required
- Sales and Marketing Duties:
  - Performs a minimum of 5-10 sales calls per month
  - Attends monthly Chamber, CVB meetings and other community/networking events
  - Maintains contact with travel agents, local negotiated accounts, and direct bill clients
  - Maintains hotels presence on various electronic channels
- Assists VP of Operations in planning budgets for each department while closely monitoring cost controls remain within budgeted costs
- Ensures that inventories are conducted monthly
- Maintains property through use of preventative maintenance and hard clean programs as well as by promptly resolving all maintenance problems
- Makes daily bank deposits
- Monitors safety and security practices to ensure brand standards are met
- Orders all supplies as permitted
- Audits daily reports and processes paperwork in a timely, accurate manner
- Responds to guest comments and concerns in a timely manner
- Maintains a knowledge and understanding of brand standards for brand Quality Evaluations
- Ensures revenue maximization by monitoring room rates, inventory, occupancy levels, and third-party allocations
- Performs all other duties as assigned

**Supervisor Responsibilities:**

All hotel staff.

**Competencies:**

- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Mathematics - Using basic mathematics to solve problems.
- Time Management - Managing one's own time and the time of others.
- Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Management of Personnel Resources - Motivating, developing, and directing people as they work, identifying the best people for the job.

**Qualifications:**

**Education and/or Experience:** High School Diploma (or GED or High School Equivalence Certificate). 2-5 years of hotel experience preferred.

**Language Skills:** Ability to read, analyze, and interpret documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to interact clearly and effectively, in both written and oral communication, with supervisor, clients, staff, vendors, etc.

**Computer Skills:** General computer knowledge including but not limited to: Adobe, Excel, Word, Internet Explorer, and Microsoft Outlook. Website training a plus.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job requires the employee to regularly talk or hear and frequently to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and taste or smell. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to thirty pounds. Specific vision abilities required by this job include close vision, far vision, color vision, peripheral vision, depth perception, ability to adjust focus, climbing stairs, grasping, and pushing/pulling.

**Other Qualifications:** Valid Driver's License is required.

***(See below to hear our company's story)***

# From Humble Beginnings to Thriving Success

"Live Local: Telling the Stories of Athens County"

July 2019-Volume 3-Issue 7

Story by Fred Kight

The story of SJB starts with Sandy and Jack Bortle. This couple's venture into hotel lodging has created local jobs that have benefited the Athens area economy and beyond for years.

Do you remember the Valley Drive-in Theater? Jack and Sandy Bortle certainly do. It changed their lives. The drive-in was on Columbus Road in Athens where the Days Inn is now located. The husband and wife ran the theater for five years.

"We had purchased the drive-in thinking we could sell the property to a hotel company," said Jack. "No hotel company would buy it and have developed 36 hotels over the past 35 years."

So, they built the hotel themselves. "We approached local people to invest in the project," Jack said. "We told them that we knew nothing about the hotel business, but we would work hard to make it a success."

Shortly after the hotel opened the general manager left his job with no notice. Sandy jumped in and ran the property. Within a few weeks it was evident to her that a second hotel was needed in Athens. Just three years later they opened their second hotel.

At age 40 the Bortles clearly found themselves starting new careers in hotel development ownership and management. "Since then, we have developed dozens of hotel properties," Jack said.

Today, the Bortles own the Hampton Inn and the Fairfield Inn and Suites in Athens. They also have properties in Ohio, West Virginia and have developed 36 hotels over the past 35 years.

"We found that there were many Ohio secondary markets in need of hotels," said Jack. "We have created hundreds of jobs in our hotels over the years. Our customer's spend money in addition to what they pay for the hotel room, which helps the local economy."