

GENERAL MANAGER JOB DESCRIPTION

The General Manager (GM) of International Residence Hall (IRH) is responsible for the operational and financial success of the business. They will oversee all operations from day-to-day business and staff management to ensuring a positive and safe resident/guest experience. The GM will help build the business and brand thru providing leadership, driving excellence, and executing on the business plan and annual budget. They will maintain a strong working relationship with sponsor agencies, local employers, municipal leaders, and other community stake holders.

GM DUTIES AND RESPONSIBILITIES:

- Oversee all operational functions of IRH.
- Daily management and oversight of all departments.
- Ensure full compliance with IRH policy and operating procedures.
- Maximize occupancy rates throughout the year (season/off-season) while adhering to local codes and ordinances.
- Full responsibility for the positive resident experience including enforcing rules, handling complaints, and eviction if that becomes necessary.
- Responsible for the preparation, presentation and subsequent achievement of IRH's annual Operating and Capital Budgets.
- Maintain a strong understanding of the IRH Financial Statements and make suggestions when appropriate.
- Manage to positive cash flow and profitability, ensuring operating metrics and targets are met and exceeded.
- Seek continuous improvement in all areas and implement various approved cost savings procedures.
- Oversee the procurement of operating supplies and equipment, and contracting with third-party vendors for essential equipment and services (i.e. guest laundry facilities).
- Responsible for making hiring recommendations to Director of Operations.
- Take responsibility for adherence to Occupational Health & Safety Act requirements, fire regulations, and other legal or BridgeUSA Program requirements.

PREREQUISITES:

The ideal candidate is a seasoned and highly intelligent professional with outstanding management skills, extensive hands-on experience, and a strong sense of compassion for others. Must be available to work when needed, including weekends, holidays, and nights, on occasion.

EXPERIENCE AND EDUCATION:

Experience in a hospitality community or organization preferred, but not required. 3 years of experience in a General Manager or similar role is desired. Service industry management or a related field preferred, with experience in operating or managing a property with proven success. Must have strong computer proficiency, and be comfortable with multiple programs.

PHYSICAL DEMANDS: Candidates must be able to perform light maintenance if needed (light bulbs, cleanup, etc.), with reasonable lifting, bending, and climbing requirements.