

Assistant General Manager Full Job Description

The Lodge at Giants Ridge has an opportunity for an **Assistant General Manager (AGM)**. In this position you will assist the General Manager in overseeing all operations of the Lodge at Giants Ridge, including Front Desk/Guest Services, Maintenance, Accounts Payable/Receivable, Human Resources and Food, Beverage & Banquets. The AGM is responsible for managing hotel operations when the General Manager is not on-site.

About the Lodge at Giants Ridge

The Lodge at Giants Ridge is a privately owned resort located in the heart of the Giants Ridge Recreation Area in Biwabik, Minnesota. The 67-unit condotel serves alpine and cross-country skiing and snowmobiling enthusiasts in winter and golfers, mountain bikers and ATVers in the spring, summer, and fall. The Lodge includes a pool, hot tub, exercise room, arcade, the Sleeping Giant Restaurant & Bar, and banquet spaces for events up to 300 people. The commercial property portion of the Lodge at Giants Ridge and the rental management business is owned and operated by Giants Ridge Owners Group. The 67 condominiums are individually owned and placed in a rental pool such that the facility operates like a traditional resort hotel.

Responsibilities:

- Drive improvement in operations:
 - Collaborate with and mentor hotel team members to provide great service.
 - Create and maintain a strong team with great cohesiveness.
 - Motivate the team to drive revenue and operate cost-efficiently.
- Interact with guests and condominium owners to solicit feedback and build relationships. Effectively respond to questions from guests and owners and manage service challenges.
- Assist the General Manager and department leads to oversee housekeeping, maintenance, F&B, accounting, payroll, budgeting, and marketing.
- Control costs at the same time as protecting the assets of the hotel.
- Participate in hiring, training, scheduling, and accountability of hotel staff.
- Understand sales effort/demand pricing within the market and drive both occupancy and ADR.
- Ensure a safe and secure environment for guests, team members, and hotel assets in compliance with company policies and procedures and regulatory requirements.
- Enhance the hotel's reputation by accepting ownership for accomplishing new and different requests and exploring initiatives that add value.

Requirements:

- Minimum of 2 years' experience as a manager in the hotel industry required
- Must be highly motivated and self-directed, with a can-do attitude, and demonstrate initiative and a desire for achievement.
- Must be willing to work occasional front desk shifts.
- Must be willing to shadow shifts with front-desk, maintenance, housekeeping, laundry, and kitchen staff to gain a thorough understanding of challenges and opportunities within the operation.
- Must have excellent:
 - Customer service skills
 - Leadership and logical decision-making skills
 - Verbal and written communication skills
 - Computer skills
- Must be willing to embrace a flexible schedule that may include days, nights, holidays, weekends and on call based on the demands of the hotel.
- Must be willing to perform any job at the Lodge.
 - **It is essential that no job is beneath you.** We have a small staff. As such, you must be willing to pitch in wherever needed according to immediate operational needs.

What We Offer

- Full-time, exempt employment
- Starting pay of \$45k to \$55k depending on experience
- Incentive-based bonuses
- Growth opportunities
- Paid training

Benefits:

- Health insurance reimbursement
- Cell phone stipend
- Paid vacation and sick time
- Employee discounts

Schedule:

- Day shifts
- Night shifts
- Some weekend shifts

Work Location: One location, on-site.