

Hotel Manager on Duty

Come Join Our Team as a Manager on Duty!

Holiday Inn & Suites, Downtown Duluth, is seeking a dynamic and experienced individual to join our team as a Manager on Duty. This position requires a strong commitment to guest satisfaction, exceptional leadership abilities, and a proven track record in the hospitality industry. you will be responsible for overseeing hotel operations during your assigned shift, ensuring guest satisfaction, coordinating staff, and handling any issues that arise. This position requires a proactive leader with excellent communication and problem-solving skills.

Responsibilities:

- Oversee all hotel operations during evening and overnight shifts.
- Ensure guest satisfaction by addressing inquiries and resolving issues promptly and professionally.
- Handle guest complaints or concerns promptly and professionally.
- Manage and Ensure staff adherence to hotel policies and procedures.
- Conduct regular walkthroughs to monitor cleanliness, safety, and guest experience.
- Prepare shift reports and communicate key information to other managers and departments.
- Maintain hotel security and safety standards.
- Handle financial transactions accurately and efficiently.
- Coordinate with other departments to ensure seamless operations.

Qualifications:

- Previous experience in hotel management preferred.
- Strong leadership and interpersonal skills.
- Excellent problem-solving and decision-making abilities.
- Proficiency with hotel management software (e.g., Opera, PMS) is a plus.
- Ability to work independently and as part of a team.
- Strong organizational and time management skills.

Pay: Starting at \$18 per hour

Why Join Us?

At the Holiday Inn & Suites Downtown Duluth, we understand and appreciate the important role that our associates play in delivering excellence to our guests. Come be part of our Team!

Benefits: Eligibility is based on PT or FT status.

- Paid Time Off (PTO)
- Holiday Pay (If worked)
- Health, Life, Dental, Vision, and Disability Benefits
- Retirement Benefits
- Meal Benefit
- Employee Discounts for Hotel Stays(IHG Brand discounts)

Work Location: In person

Shift: PT and FT positions available, Nights, Weekends, Holiday shifts.

