



Inn at Black Star Farms: Inn Manager

PURPOSE: To oversee all operations of the Inn

PAY RATE: To be determined

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

- 21+ years of age
- 4-year 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
- Must possess outstanding guest services and professional communication skills, including effective listening, understanding, and clarifying concerns and issues raised by guests
- Must possess leadership skills and have a professional demeanor, able to encourage and motivate Guest Services team and ensure safe and efficient Inn operations
- Must be able to handle a multitude of tasks in a dynamic, ever-changing environment

ESSENTIAL FUNCTIONS

- Directly supervise Inn Guest Services and Housekeeping staff, including overnight on-call staffing, and ensuring sufficient staff is present to meet daily business demands
- Provide high-level guest experience support for Inn staff through guest-related conflict support and recovery communications
- Actively participate in the hiring, training, and continuing education of all Guest Services staff
- Fulfill necessary departmental purchasing, including housekeeping supplies, room amenities, 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
- Continuously assess occupancy, revenue, and pace data to guide forward-thinking managerial planning





- Work with ownership to set and achieve business development and personal growth goals.
- In partnership with Controller, monitor financial performance against budget.
- Monitor hospitality and tourism industry trends and implement creative, relevant guest experiences.
- Maintain community and industry involvement through professional networking and organizations.
- 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
- Acts as a catalyst for innovation and growth
- Is Results Oriented: Uses data-driven decision-making to generate opportunities; fosters a continuous improvement environment; makes novel use of existing ideas, approaches, technologies, and products.
- Understands the meaning and implications of key performance indicators; manages overall financial performance; uses financial analysis to evaluate strategic options and opportunities

