



**Position: General Manager**

**Updated: September 2020**

**Reports to: SVP Hospitality, Culinary & Agriculture**

**Job Type: Full-Time**

**Work Location: One location (opening Spring 2022)**

### **Position Description**

*Southall* will be a premier destination bringing nature, produce and people together in a powerful and unique way. We are seeking a disruptive General Manager (GM) who possesses all requisite qualifications and experience to lead a dynamic entrepreneurial organization yet is not beholden to convention nor daunted by the uncharted.

Responsible for overall success of the resort, directing all aspects of hotel operations for the development and operation of a boutique luxury rural farm resort. The GM is responsible for daily management/leadership, communication, strategic/tactical planning, and the achievement of objectives relating to: revenue and income, quality assurance and exemplary customer service. The GM oversees departmental policies and procedures and develops and monitors all departmental budgets to ensure their profitable operation. We seek a transformational leader willing to push boundaries, redefine resort hospitality, inspire others to resist convention, blaze new trails in the hospitality industry, and create a consummate level of guest experience unique in all the world..

Successful delivery of all key aspects within the General Manager's sphere will help ensure Southall's Mission, Core Values, and achievement of profitability while building worldwide acclaim.

### **Core Responsibilities**

- **Achieve or exceed financial results (GOP, REVPAR, Revenue, Flow-Through)**
  - Lead execution of Farm, Food & Beverage strategies, execution & community presence to achieve revenue targets
  - Direct and coordinate operational activities of all departments for maximum operational efficiency
  - Prepare location specific annual budget with appropriate department heads to align operational needs

- Monitor sales & top line revenues to achieve targets. Adjust operational expenses to achieve flow maximizing the return on investment to the owner
- Manage departmental labor & expenses through adherence to protocol, close monitoring and approval of purchase orders, accurate monthly forecasting, and comprehensive P&L reviews
- **Achieve guest satisfaction targets**
  - Leveraging the Team and Facilities to ensure brand standards are met with the objective of meeting or exceeding guest expectations
  - Directing and coordinating Engineering and Security in order to preserve and protect asset
  - Directing and coordinating Rooms division objectives, standards and activities in order to achieve service levels
  - Directing Spa and Wellness initiatives and objectives to create a world class spa destination
- **Community relations**
  - Embody the Values, Mission, and Vision of Southall to all community stakeholders
  - Establish appropriate presence in the community aligned with sales, food & beverage, and relevant community / industry issues
  - Attend community events & initiatives to represent Southall as a premier hospitality destination-

#### **Supervisory / Leadership Responsibilities:**

*The General Manager reports to the Asset Team, a team of three individuals hired by ownership to envision and develop Southall*

*The GM is an inspiring leader that selects the best possible candidate for each position, provides structure, direction, feedback, recognition and accountability The GM will in turn be open and responsive to receiving constructive feedback, accountability and direction from the Asset Team.*

As a consummate team player, the GM will cultivate and maintain successful relationships with all managers, directors and executives

#### **Knowledge / Skills / Abilities**

*To perform this role successfully, an individual must have experience achieving desired result(s) in their areas of responsibility. The requirements listed below are representative of observable behaviors and essential knowledge, skill, and ability required of a successful incumbent within our culture.*

- A strategic business leader Proven ability to host/facilitate effective meetings
- A positive builder, facilitator and real-time performance-manager of individuals and teams
- A leader who models integrity, care, and inclusiveness. A leader who demonstrates attributes that ensure quality and productivity through high associate engagement
- Creation and achievement of SMART Goals

- Proven track record in delivering financial results
- Keen eye for detail and organizational skills
- Proven track record of positive employee engagement and satisfaction scores
- Superb communication skills including verbal (speaking & listening) and written
- Aptitude in financial management
- A demonstrable passion for art, culture, experiences and artistic expression

### **Experience**

- Associate or Bachelor's Degree in Business, Hospitality or a related field preferred
- Experience as a GM in a luxury/boutique hotel or resort property
- Luxury hotel opening experience
- Proficiency in Microsoft Office Suite (Outlook, Word, Excel, PowerPoint)

### **Required Qualifications:**

- BA/BS in 10+ years progressive experience in hotel operations management
- Proven expertise at successfully driving the performance of a luxury hotel/resort
- Experience in driving sales & marketing, strong operations background
- Experience leading teams
- Experience in the mountains and in residences

### **Preferred Qualifications:**

- BS/BA in business management or hotel management
- Spanish language skills
- Operational background in Rooms and/or Food & Beverage
- Demonstrated success in building brands and delivering results (ideally a smaller independent brand)