

JOB VACANCY

JOB DESCRIPTION

JOB TITLE: General Manager

JOB POST: Sarajevo, Bosnia and Herzegovina

BASIC PURPOSE: Plan and manage the operations of the hotel to achieve customer (guests, employees, corporate and owners) satisfaction and quality service while meeting/exceeding financial goals.

ORGANIZATIONAL SCOPE: Position is responsible for short and long term planning and day-to-day operations. Recommends the hotel's budget, marketing plans and business plans and manages within approved plans and objectives. Position is responsible for the direct supervision of the hotel's executive committee and the indirect supervision of all hotel employees. Position has regular contact with the hotel owners to provide information and discuss operations.

ESSENTIAL FUNCTIONS:

1. Manage the Human Resources of the hotel in order to attract, retain and motivate the employees; hire, train, develop, empower, coach and counsel, conduct performance and salary reviews, resolve problems, provide open communications, discipline and terminate, as appropriate. (30%)
2. Implement company programs (IHR/Franchiser), develop and manage property programs and manage the operations of the hotel in a manner consistent with the requirements of the Management contract, the Franchise agreement, applicable laws and regulations and IHR's policies and procedures to ensure a high level of customer satisfaction, limit liabilities and maximize profits. (30%)
3. Develop, recommend, implement and manage the hotel's annual and long term operation, sales and marketing, capital, revenue, expense and profit goals to meet/exceed owner and corporate management expectations. (15%)
4. Resolve customer complaints as appropriate to maintain a high level of customer satisfaction and quality. (10%)
5. Maintain the property in first class condition; protect, secure and enhance the assets as appropriate. (5%)
6. Participate in community and professional organizations to maintain high visibility and promote a good image thus future growth. (5%)

REPORTS TO: Interstate Hotels and Resorts Regional Vice President

NON-ESSENTIAL FUNCTIONS:

Perform special projects and participate in task forces and committees as requested.

KNOWLEDGE AND SKILLS:

Education: A four year college degree or equivalent education/experience.

Experience: Five to ten years of international experience and employment in a related position with this company or other international companies of the same kind.

Skills and Abilities: Requires advanced knowledge of the hospitality and business management fields. Requires considerable working knowledge of other major areas and the skill to integrate and communicate that information. Requires studying, analyzing and interpreting complex activities or information in order to improve current practices or develop new approaches. Ability to make decisions with only general policies and procedures available for guidance. Requires highly developed communication skills to interface with executives at all organizational levels; owners, investors, employees and guests.

No. of employees supervised: 100 to 500 employees

Please submit Your CV-s to the following email address info@seic.ba, not later than **March 1st 2014**.