

Job Announcement
Hostel Manager, HI-Houston–The Morty Rich Hostel, TX

Job Title: Hostel Manager

Reports To: Regional Vice President

Location: Houston

FLSA: Exempt

Job Family/Level: Administration/Manager

Travel Required: 20%

Summary:

Manage the hostel by overseeing the creation & execution of employee, community, and guest engagement programs. Maintains appropriate safety and security standards, as well as adheres to cost containment and property maintenance best practices.

Responsibilities:

- Oversee the budgeting and expenses of the hostel and the priorities that evolve due to budgeting; complete the year end annual budget process on time.
- Oversee guest services, food and beverage, and security functions to ensure guest service and satisfaction, efficient operations and compliance with quality standards and profits maximized.
- Directly supervises employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Collaborate with the Regional Engagement Manager to ensure activities and events at the hostel promote engagement and align with established goals of the three program service areas.
- Measure the effectiveness of yield management efforts to maximize the number of market segments reached, and to diversify the sources of revenues.
- Review room inventory with sales and assist in selling strategies to maximize room revenue. (via GuestCentrix PMS)
- Maintain proactive human resources activities to ensure employee motivation, development, and compliance with established policies and procedures and labor regulations.
- Partner with leadership and make recommendations for capital improvements to enhance the assets of the company and brand loyalty.
- Responsible for implementation and monitoring of financial and operational plans for the hostel which supports the overall objectives of the corporation.
- Monitor product quality standards in all areas of the hostel as it relates to the appearance, maintenance and cleanliness; ensures preventative maintenance programs are in place to protect the physical assets of the hostel; work with contractors as necessary.
- Compile, review, reconcile, prepare and analyze entries to facilitate the bookkeeping function.
- Complete monthly financial reports for the Central Office, including credit card reports, petty cash, petty checking, and GuestCentrix reconciliation.
- Compile, prepare, back-up and analyze period-end data on food and beverage costs and inventories (gift shop where applicable) to provide information and recommendations to management on current procedures and controls.
- Prepare financial statements, periodic forecasts and annual budget to provide support to ensure timely, accurate information.
- Coordinate and assign staff work schedules.
- Participate in regularly scheduled manager and staff meetings, calls, and webinars.
- Review online hostel reviews and comment and respond as appropriate.
- Travel to any required meetings, conferences, or events, including NAMM, HI-USA National Gathering, and regional meetings.
- Other duties as assigned to ensure the efficient operation of the hostel.

Skills/Qualifications:

- Minimum of 3-5 years' management experience and bachelor's degree, or equivalent experience
- Customer service, public relations experience
- Fiscal management and daily audit and cash reconciliation experience (cash handling, budget reports and preparation)
- Property management experience
- Supervisory experience
- Fiscal management experience and analysis skills
- Experience hiring and overseeing contractors
- Ability to manage time well
- Strong organizational skills and ability to respond to quickly changing demands
- Working knowledge of computers (word processing, spreadsheets, computerized reservation systems)
- Strong interpersonal and leadership skills
- Conflict resolution skills and ability to act effectively in a crisis
- Excellent written and oral communication skills
- Coursework in management, administration, property management, and/or hospitality management preferred
- Hostel/Hotel experience preferred
- International and/or domestic travel experience preferred
- Emergency response certification (CPR, First Aid) preferred; training can be provided

Physical Demands and Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and use hands and arms. The employee is frequently to stand, walk, talk, and hear. The employee is occasionally required to climb or balance.

The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close and peripheral vision, color vision, depth perception, and the ability to adjust focus.

The noise level in the work environment is usually moderate.

Application:

To apply, please send your resume, a cover letter, and your salary requirements to careers@hiusa.org referencing Hostel Manager in the subject line.

HI-USA is an equal opportunity employer.