Position Announcement
General Manager, HI San Diego Downtown

Summary: Reporting to the Vice President of the Southwest Region. The General Manager is charged with achieving the mission of HI-USA through two areas of focus: hostel stays and community engagement. The General Manager will be solely responsible for the direct day-to-day supervision, building maintenance, housekeeping, safety, and fiscal aspects of the hostel and the development and implementation of activities in the hostel and in the community that will enhance the guests' stay.

Responsibilities:

- Oversee the guests and reservation functions to ensure superior service is delivered.
- Develop, monitor and control the overall hostile budget ensuring company profitability.
- 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.
- Oversee the security function to ensure a safe and secure environment for guests, employees, and hostel assets.
- Monitor the tracking of sales leads and results.
- Maintain a proactive human resources function to ensure employee motivation, training and development, wage/benefit administration and compliance with policies and procedures and labor regulations.
- Manage the selection process of hostel staff and complete all new hire paperwork.
- Collect, review, approve and submit all hostel employees payroll information.
- Review employee performance and conduct personnel actions such as disciplinary actions and terminations.
- Assist Management in the development, implementation and monitoring of financial and operational plans for the hostel which supports the overall objectives of the corporation; make recommendations for capital improvements to enhance the assets of the company and brand loyalty.
- Monitor product quality standards in all areas of the hostel as it relates to the appearance, levels of maintenance and cleanliness; ensures preventative maintenance programs are in place to protect the physical assets of the hostel.
- Compile, review, reconcile, prepare and analyze entries to facilitate the bookkeeping function.
- Process financial statements and other reports to ensure accurate, timely information.
- Prepare, review and reconcile daily postings, accruals, various general ledger accounts and bank statements to ensure accurate financial information is available.
- 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.
- Provide guidance to each of the hostel's department heads (goal setting/tracking, mentoring/coaching, career and personal development, technical and soft skill development).
- Walk the property periodically and attend events to speak with hostellers, staff, vendors, and visitors to solicit feedback and inspect the physical plant and operation, and then act on findings. Ensure HI-Quality (HI-Q) compliance.
- 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 by management.

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 reach with hands and arms. The employee is regularly required to use hands to finger, handle or feel objects, tools and controls; to reach with hands and arms; to stand, walk, sit, stoop or crouch, talk, and hear. The employee is occasionally required to climb or balance.
The employee must regularly lift and/or move up to 10 pounds and frequently lift and/or move up to 25 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, detailed cover letter, and salary requirements to Hiring.SD@hiusa.org referencing "San Diego Downtown General Manager" in the subject line.