

## **JOB DESCRIPTION**

**Job Title:** Duty Manager

**Responsible To:** Operations Manager/ Hotel Manager

**Main Purpose of Job:** To ensure the daily general operation of the hotel is smooth and to the standard set by management.

### **Job description**

We are currently inviting applications for Full-time Duty Manager to join our team in The Ross Hotel. As part of our management team you will work 5 days out of 7 which will include weekends.

### **Hotel Profile**

The Ross is a cool, design-led, family-owned luxury boutique hotel in the heart of the Killarney town centre, mere footsteps from the incredible Killarney National Park. The Ross is one of the best boutique hotels Ireland has to offer and it is ingrained in local history and has been part of the Treacy family since 1938. One of the most modern, luxurious and yet historic hotels, offering fantastic Killarney hotel deals all year round, The Ross is home to twenty-nine stylish, cool and comfortable bedrooms, giving guests a wonderful option for their accommodation in Killarney.

### **The Role**

The Duty Manager plays a crucial role in ensuring the smooth and efficient operation of our hotel. This position requires a hands-on approach, strong leadership skills, and the ability to manage various aspects of hotel operations, including guest services, staff supervision, and facility management. The ideal candidate will have excellent organisational skills, attention to detail and the ability to work in a busy environment.

### **Main Responsibilities**

- Responsible for the daily operation of the hotel.
- To ensure that all departments are fully staffed and running smoothly.
- To do walk-arounds of the hotel and ensure that everyone and everything is as it should be.
- To assist in departments to ensure smooth service.
- To have contact with each department and inform them of the days, weeks schedules, future functions, and events.
- To greet and talk to guests and to anticipate and follow through on their requests.
- To have a good knowledge of the hotel and all its equipment.
- To deal with guest complaints.
- To deal with any emergencies which may occur.
- To commit to the sustainability ethos of the hotel and to lead by example.
- To monitor procedures and equipment on an on-going basis to ensure that they have regard to both the employees and guests' health and safety.
- To sell the hotel to any prospective guests, functions, groups, etc.
- To communicate effectively with the management team of the hotel.
- To train, coach, counsel, and discipline employees when required.
- To attend relevant meetings as directed by management.
- To monitor the standards of cleanliness of the hotel on an ongoing basis and ensure that standards are maintained.
- To ensure good lines of communication between departments.
- To offer suggestions for the improvement of the service and facilities.
- To regularly inspect staff changing rooms and ensure HACCP standards are maintained.
- New employee induction, including ensuring the correct records are updated and maintained.
- To set an example on presentation and grooming.
- To follow through on tasks and projects.
- Any other reasonable duties as directed by management.

### **Requirements**

- Previous management experience in a similar property
- Strong leadership and interpersonal skills.
- Excellent organizational and multitasking abilities.
- Effective communication skills, both written and verbal.
- Ability to work flexible hours, including evenings and weekends.

### **Benefits of working at The Ross Hotel:**

- Pool and Gym Membership at a greatly reduced rate.
- Staff Parking
- Meals and tea/coffee provided while on duty.
- Opportunity for continuous training and development

- Staff discount on meals in our bar and restaurant
- Discounts on Spa treatments and products in our sister property.
- Monthly reward schemes
- Monthly complementary social calendar
- Ad hoc employee appreciation events

If you would like to join our friendly and talented team, please forward your cv.