



JOB POSTING

Posting Date: January 24, 2019

Position Title: **Manager on Duty**

Location: Bandon Dunes Golf Resort

Reports To: Director of Rooms

Closing Date: Until filled

Respond To: Attn: Human Resources
Bandon Dunes Golf Resort
57744 Round Lake Rd. Bandon, OR 97411
Fax (541) 347-5850
jobs@bandondunesgolf.com

Position Summary:

Act as the Manager on Duty (MOD) in the absence of the General Manager and Leadership Committee. There is a high level of visibility in the Front Office initiating direct contact with guests. Monitors service levels throughout the Resort. Responds to and coordinates activities in all emergency situations. The role of the Manager on Duty is to insure the safety of guests and staff, their property and the property of the resort. The Manager on Duty will be under the direct guidance of the General Manager and Director of Rooms.

Primary Duties:

- 1. Manager on Duty during the night hours:**
 - a) Insure levels of service are exceeding standards.
 - b) Always be visible in guest areas
 - c) Respond to guest needs and/or concerns.
 - d) Coordinate and resolve emergency situations.
 - e) Provide written documentation of activities for the General Manager, and Director of Rooms.
- 2. Attend the following meetings:**
 - a) Safety Meetings (Monthly)
 - b) Pre-conference Meetings (Upon request)
 - c) Department Head Meetings (Upon request)
- 3. Protection of Property assets**
 - a) Deploy Loss Prevention staff to effectively protect property assets.
 - b) Educate staff in preventative ways of protecting assets.
 - c) Monitoring access to storage areas.
 - d) Conduct investigations into all losses of assets and refer to proper management for disposition.
- 4. Protection of Guests and Staff Person and Property**
 - a) Handle guest complaints related to Loss Prevention, safety matters and be able to make the required written and verbal reports
 - b) Provide reasonable care in securing guest rooms and guest room areas.
 - c) Identify areas in need of additional lighting and reduce lighting and make recommendations to the General Manager and Director of Rooms.
 - d) Oversee the handling of guests who are under the influence of alcohol, drugs or otherwise incapacitated and handle the situation appropriately.
 - e) Oversee the extrication from the property, only in the most extreme cases, when called for (through the legal process without violating civil rights) unauthorized persons or guests, whose behavior goes against the best interests of the property.



- f) Identify and make recommendations for minimizing physical hazards and unsafe work practices.
- g) Conduct investigations of employee and guest complaints, referring all findings to the General Manager and Director of Rooms.
- h) Maintain positive relations with local law enforcement and related agencies.
- i) Keep abreast of local criminal activity as it may impact the hotel industry.
- j) In coordination with Safety Committee, update emergency response SOP and resort access roads

5. Communication

- a) Communicate effectively (orally & written) with the Leadership Team.
- b) Conduct monthly meetings with department heads to review activity, concerns or observations of daily operation.
- c) Analyze and make recommendations to management, expressing loss potential in operationally understandable terms, identifying causes and suggesting remedies in a supportive manner.

6. Cross-train and assist in the following areas

- a) Front Desk
- b) Guest Services
- c) Transportation
- d) Golf Operations
- e) Food & Beverage

7. Additional Responsibilities will include:

- a) Assist when needed with all departments when requested
- b) Greet VIP Guests upon arrival in the absence of the department head
- c) Act as Resort Liaison for Group Functions to ensure guest satisfaction.
- d) Assist with staff coaching/counseling sessions as requested
- e) Perform daily walk-throughs of all public area and weekly room inspections - results should be relayed to Housekeeping and Maintenance for follow up

Qualifications:

- High school education/equivalent required. Bachelor's Degree preferred.
- Minimum of five (5) years hotel experience in at least one of the following areas:
 - Front Office or Night Audit
 - Restaurant Operations
 - Loss Prevention Department
- Maintain CPR certification.
- OLCC, Food Handlers and TIPS Certification is required
- Work flexible hours as required including nights/weekends and holidays
- Demonstrated quality written, verbal, interpersonal communication skills.
- Excellent people skills, positive attitude, professional manner and appearance in all situations.

Candidates interested in applying for this position must meet the minimum qualifications for the position. To apply, please forward a completed application with cover letter and resume prior to the closing date. Complete job description available upon request.

Bandon Dunes is an Equal Opportunity Employer