

# THE BENSON

PORTLAND

The Benson Hotel, one of Portland's finest historic, luxury, boutique hotels and proud member of the Curio Collection by Hilton, is seeking an experienced General Manager who can lead our team. With a recent remodel of our meeting spaces and lobby and, rebranding as part of the Curio Collection by Hilton, our business is poised to grow. This position requires strong leadership and team building, and full-service, Four Diamond, luxury hotel experience.

The General Manager is responsible for providing day-to-day leadership and direction by maximizing financial returns, driving development of people, and creating and maintaining a unique guest experience. Compensation is commensurate with experience and includes a bonus structure.

## **The General Manager essential functions include:**

- Provide strong hands-on leadership to management team and staff, investing in coaching and mentoring to grow skills.
- Represents the hotel in public speaking forums and maintains quality community relationships
- Monitors hotel performance through QAI and financial reporting
- Ensures prompt and courteous service to guests to ensure all guest experiences are distinctively supreme
- Maintains or exceed The Benson Hotel's profitability standards and guest satisfaction standards
- Investigates complaints and initiates corrective action; including follow up on Hilton or other social media feedback
- Supports and maintains local and national sales/marketing programs
- Selects, trains, supervises, develops, disciplines and counsels employees according to The Benson Hotel's policies and procedures and union contracts.
- Evaluates management staff and develops staff for promotion with the company
- Ensures compliance with state/federal labor laws and regulations and union contract
- Assures property operations meet internal audit standards and follows all safety procedures
- Maintains incident rate at or below industry average
- Submits quarterly plans and actions for operations of the property
- Prepares annual budget, develops short-term (< 6 months) and long-term (1 year+) financial and operational plans for hotel
- Supports applicable preventative maintenance programs
- Supports security function to protect the safety of staff, guests and hotel assets.

**Job Requirements:**

- Bachelor's Degree preferred
- Minimum 6 years of hotel/restaurant management experience, including prior experience with Hilton Hotels and with the quality and services expectations associated with the luxury market
- Passion for creating a positive guest experience.
- Requires highly developed customer service skills and the ability to effectively communicate with the public, hotel staff and management
- Prior experience with maintaining older facilities and an understanding of a unionized environment preferred
- Excellent leadership and proven ability to build and motivate teams
- Ability and willingness to work flexible hours including weekends, holidays and nights

*Join us and be part of an exciting place to work!*