Definition of Class
This is a supervisory position in which the incumbent performs a variety of management and supervisory duties over assigned personnel to ensure quality maintenance and quality service for alumni and guests. The incumbent assists the manager with the operation of the facility in an organized and professional manner and makes decisions by exercising discretion and independent judgment. Reports directly to the General Manager on all issues pertaining to the successful operation on The Inn at Ole Miss.

Examples of Work Performed
Supervises and coordinates work schedules for custodial supervisor, custodians, night auditors, desk clerks and student employees.

Involved in hiring and termination of custodial supervisor, custodians, night auditors, desk clerks, and student employees.

Serves as Front desk manager, coordinates all scheduling of desk clerks and night auditors, produces policies and procedures for front desk operations. Serves as public relations and guest relations manager. Assists desk clerks as needed.

Solicits group room sales/contracts for conventions and conferences with both on-campus and off-campus entities. Also, works with marketing coordinator to promote The Inn at Ole Miss.

Performs annual evaluations of executive housekeeper, custodians, and night auditors. Monitors and ensures the training of new staff members.

Manages and supervise the care, cleaning, and general housekeeping of The Inn at Ole Miss. Takes necessary action to correct conditions in need of repair or replacement. Maintains inventory of linens, cleaning supplies, and office supplies.

Resolves problems associated with the reservations of rooms and the use of the facility by alumni and other guests. Assists with correspondence and posting of reservations as needed.

Performs related or similar duties as required or assigned.

Essential Functions
These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department.

1. Manages Front desk and housekeeping personnel to ensure quality service for all guests.
2. Ensures quality maintenance for The Inn at Ole Miss.
3. Maintains inventory.

Minimum Qualifications
These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related
education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the University of Mississippi's Personnel Department in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

Physical Exertion: The incumbent may be required to lift up to approximately 50 pounds.

Vision: Requirements of this job include close vision.

Speaking/Hearing: Ability to give and receive information through speaking and listening.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to talk or hear. The incumbent is frequently required to stand; walk; use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms. The incumbent is occasionally required to sit; climb or balance; stoop, kneel, crouch or crawl; and taste or smell.

Experience/Educational Requirements:

Education:
Bachelor's Degree in Hotel/Restaurant Management or related field from an accredited four-year college or university. AND

Experience:
Two (2) years experience in Hotel/Restaurant Management or related field.

Substitution Statement:
Related experience may be substituted for education, on a basis set forth and approved by the Department of Human Resources.

Interview Requirements
Any candidate who is called to an agency for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

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