

# River Mountain

## **General Manager**

Oversees the management of River Mountain (RM) in order to meet customer satisfaction and financial goals. The General Manager (GM) ensures that all policies and procedures are followed to company standards.

The General Manager is a year-round, residential, role. The GM has oversight of all aspects of daily operations including management of guest services; physical facilities, grounds, and staff development. The GM will participate in strategic planning, including budget planning and management.

The GM reports to the COO.

## **Essential Abilities and Qualities**

- Entrepreneurial mindset and spirit.
- Deep belief in the worth of every RM guest -- and all people.
- Leadership that ensures the RM mission and values are always in practice.

## **Primary Duties and Responsibilities:**

- Lead the management of RM staff to increase profitability and customer satisfaction. Responsibilities include overseeing the interviewing, hiring, training, work direction, and performance management of all employees. Also tasked with creating a motivating work environment to allow for development of staff.
- Create a welcoming atmosphere for staff, guests, and community partners that embraces diversity.
- Oversee the activities of all staff members in order to ensure adherence to policies and procedures.
- Oversee annual salary review and ensure that all staff wages follow federal, state, and local wage and hour guidelines.
- Identify and assess risk in RM operations, and respond appropriately -- mitigate and report.

## **Financial Forecasting and Development**

- Review and validate vendor invoices.
- Contribute to and review monthly, quarterly, and yearly budgets.
- Responsible for forecasting and reviewing weekly summary reports.
- Responsible for resolving escalated customer relations issues.

- Answer inquiries pertaining to RM policies and services.
- Address guest requests to ensure customers are satisfied with the RM's services and accommodations.
- Responsible for positively representing and promoting the property.
- Ensure systems and procedures are in place and followed for guest safety and security.

#### **Ongoing Other Duties as Assigned**

- Fill in for vacant shifts as needed.
- Assist with on-site sales and marketing efforts as needed.

#### **Skills, Educational Background, and Experience**

- Previous experience as a hotel or retreat General Manager or Assistant Manager is highly preferred. Experience in other customer-focused retail businesses will also be considered.
- Love of the outdoors.
- 2+ years of management or supervisory experience required.
- Accounting or financial budgeting experience required.
- Experience in all phases of hotel or retreat management, including daily management of all areas of operations involving human resources, food and beverage, budget management, front desk operations, housekeeping, facilities maintenance, and landscaping.
- Experience using Google-based software including Docs, Sheets, and Gmail highly preferred.
- Must possess leadership skills to motivate and train staff to ensure accomplishment of goals. Must have solid long-range planning and development skills.
- Excellent organizational and prioritization skills. Excellent decision maker. Ability to work independently.
- Superior customer service skills.
- May be required to travel.
- Able to work a flexible schedule

#### **Job Type:**

Full-time

#### **Compensation and Benefits:**

- Salary: \$55,000.00 - \$60,000.00 per year.
- Full health coverage for individual.
- Year-round onsite housing in the private farmhouse on the RM property.
- Three weeks of Paid Time Off, beginning in year one.

**Education:**

Bachelor's Degree (Preferred)

**Experience:**

Hotel or Retail Management Experience: 2 years (Preferred)

**Other Certifications / Requirements:**

- Certified Food Safety Professional and/or ServSafe certification\*.
- Must pass extensive background check.
- Valid driver's license.

\* River Mountain will arrange and pay expenses for certification.

*River Mountain provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*

*This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*

*River Mountain is located in Bedford County, in south-central Pennsylvania's Allegheny Mountains. Our expected opening date is late spring 2020.*

*For further information regarding this position, please contact:*

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