



JOB DESCRIPTION- 1919 HOTEL MANAGER

General Description/ Primary Purpose:

The Hotel Managers position oversees daily operations of the hotel, from front desk and housekeeping to marketing and finance, with a key focus on providing a personalized exceptional guest experience and maintaining the hotel's unique brand. Responsibilities include staff management, guest relations, budget oversight, and ensuring compliance with health and safety standards. This role requires a flexible schedule, including availability for mornings, evenings, weekends, and holidays.

Classification: Full- Time, Exempt Staff

Salary: To commensurate with education and experience, plus full fringe benefits.

Appointment: 12 month appointment

Overview:

Murray State College is a small, open-door community college that provides personal growth and professional success opportunities to students of all educational backgrounds. Employees at MSC will flourish in a family-like environment that offers collegiate support and opportunities for advancement.

Located in the heart of the Chickasaw Nation, MSC's service area comprises small towns with low cost of living and numerous natural attractions which offer fishing, hiking, and camping. Conveniently located within a two-hour drive of Dallas and Oklahoma City, MSC offers the best of both worlds: small-town life with access to big city offerings.

Job Functions:

1. Supervise daily operations across departments, including front desk, housekeeping, food and beverage, and maintenance, ensuring smooth coordination and high service standards.
2. Oversee guest services, promptly addressing complaints and special requests to maximize satisfaction.
3. Recruit, hire, train, schedule, and supervise staff; monitor performance, provide feedback, and promote a positive, service-oriented culture.
4. Manage departmental budgets, monitor expenses, set room rates, and identify opportunities to improve profitability.
5. Implement and support marketing strategies to increase occupancy and revenue, coordinating with travel agencies, online travel agents (OTAs), and other partners.
6. Ensure compliance with all health, safety, and licensing regulations.
7. Regularly inspect the property for cleanliness, maintenance, and adherence to brand standards.
8. Collaborate with all departments to maintain efficient operations and an excellent guest experience.

9. Support front desk and sales efforts to optimize occupancy and maximize revenue.
10. Maintain knowledge of local health and safety codes; ensure all departments meet compliance and sanitation standards.
11. Oversee housekeeping operations, including daily assignments, inventory control, and equipment maintenance.
12. Supervise food and beverage outlets, ensuring quality service, proper sanitation, and organized storage areas.
13. Monitor operational metrics to ensure performance goals and guest service expectations are consistently met or exceeded.
14. Empower team members through recognition, development opportunities, and clear communication.
15. Perform other duties as may be assigned by supervisors.
16. To meet objectives of virtual work-related situations and/or extended periods when working from home, all faculty and staff must have access to 24/7 reliable off-campus Internet.
17. Complete National Incident Management Systems (NIMS) Training: General Role: IS-100.HE and IS-700.a and all other training assigned by the Human Resources department.

Required Knowledge, Skills, and Abilities:

Individuals must possess the following knowledge, skills, and abilities or be able to explain and demonstrate that the individual can perform the job's essential functions, with or without reasonable accommodation, using some other combination of skills and abilities.

- Proven experience in hotel management or a similar hospitality role.
- Strong leadership, interpersonal, and communication skills.
- Excellent customer service and problem-solving abilities.
- Proficiency in hotel management software and MS Office.
- Attention to detail and strong organizational abilities
- Ability to utilize POS system.

Other Ergonomic Requirements:

In performing job functions, some amount of stooping, kneeling, bending, crouching, lifting, walking, carrying, and other movements may be required. Tasks such as typing and working at a computer keyboard involve extensive wrist and hand movements. All individuals are required to perform these movements without a significant risk of injury to themselves or others or to demonstrate otherwise or explain how they can perform the job's essential function.

Hours:

Monday–Thursday, 8:00 a.m. to 5:00 p.m., and Friday, 8:00 a.m. to 12:00 noon (37.5-hour work week). A flex schedule may be utilized if deemed necessary by the area supervisor for the functionality of the department. Work schedule is subject to change based on the needs of the department.

Qualification Standards:

1. **Minimum Education:** High School Diploma or equivalent required; post-secondary education in hospitality or business preferred.
2. **Minimum Experience:** Minimum 3 years of hotel operations or related experience, with prior experience in a supervisory or managerial role.
3. **Professionalism:** Members of the Murray State College staff are expected to show professional competence, integrity, and enthusiasm in the performance of all responsibilities.
4. **Image:** Murray State College employees are expected to maintain a neat, well-groomed, and professional image at all times while performing their responsibilities.
5. **Background Check:** The successful candidate must give permission to have a formal background check conducted and employment is contingent upon the results of the national criminal and sex offender background check

Application Process:

1. Letter of application.
2. Resume.
3. Unofficial college transcript(s). NOTE: Official college transcript(s) required upon employment.
4. Completed MSC employment application.
5. Submit a Background Check Consent Form

Submit Application to:

Human Resource Office
Murray State College
One Murray Campus, Suite AD 104
Tishomingo, Oklahoma 73460
MSCemployment@mscok.edu

MSC participates in E-Verify.

MURRAY STATE COLLEGE IS AN EQUAL OPPORTUNITY EMPLOYER. Murray State College, in compliance with Titles VI and VII of the Civil Rights Act of 1964, Executive Order 11246 as amended, Title IX of the Education Amendments of 1972, Americans with Disabilities Act of 1990, and other Federal laws and regulations, does not discriminate on the basis of race, color, national origin, sex, age, religion, handicap, or status as a veteran in any of its policies, practices, or procedures. This includes but is not limited to admissions, employment, student financial aid, and educational services.