



Doctor Sax House

Job Title: General Manager

Department: Business Operations

Location: Lenox, Massachusetts

About Doctor Sax House: Doctor Sax House is a boutique hotel that is the first of its kind to bring the concept of independent luxury to hospitality. With nine historic guest rooms, plush linens, chef's kitchen, european style cafe, and music and intellectual programming, the hotel leaves nothing to be desired.

Job Description: We are looking for a General Manager to open Doctor Sax House who is truly passionate about the guest experience and building a world-class hospitality team. You believe in distinctive, exceptional hospitality and are a natural leader with a coach's mentality – never afraid to get your hands dirty or too busy to help the team learn something new or go the extra mile to enhance a guest's experience.

You thrive in the details while seeing the big picture of experience. As a General Manager, you will be responsible for leading the team, providing guests with the best possible experience, and creating a positive work culture by personally exemplifying our core values. You will also be responsible for ensuring that the hotel meets or exceeds its financial targets and overseeing the hotel's preparedness for daily service. You will work closely with the owners of the property and have an impact on strategy and programming.

What we're looking for

- **Guest Satisfaction**

- Upholds the highest standards of hospitality and service consistently that results in positive reviews and return guests
- Acts as primary point person for special guest requests including but not limited to private onsite events, guest requests, etc.
- Maintains a positive attitude to all guest inquiries, ensuring a timely resolution
- Responds to guest comments and criticism in a constructive and positive manner, looking at such as an opportunity to build on guest satisfaction
- Participates in neighborhood organizations, government, charities to promote community awareness and acceptability of the company



Doctor Sax House

- **Team Management**
 - Maintains effective communication between across all company departments
 - Demonstrates positive leadership characteristics, rooted in kindness and empathy
 - Supports team with service whenever and however necessary
 - Builds a team of experienced team members who value guest service and are committed to high standards of performance
 - Develops and empowers the team, mentoring them and helping them to identify growth potential within the organization
 - Provides training opportunities that educate and empower the team
 - Conducts regular team meetings and administers counseling when necessary
 - Manages team in accordance with all company policies, procedures, and standards and local, state, and federal law as applicable
- **Facility Maintenance**
 - Ensures a safe and secure working environment for all team members and guests
 - Take immediate action to resolve problems that are encountered on property, ensuring that Owners are actively involved and assisting as necessary
 - Physically tour and visually inspect property on a daily basis monitoring property condition, cleanliness, and quality of product and service throughout the property
- **Admin/Financials**
 - Manages payroll and maintain labor efficiency ratios to ensure guest service and cost-effectiveness
 - Manages operations efficiently and effectively within the hotel's fiscal and operational guidelines
 - Comply with local, state and federal health department standards and comply with occupancy limits
 - Meet and/or exceed financial obligations and profitability through overseeing and actively participating in sales, labor productivity, cost control, and effective purchasing including anticipating revenue/cost problems and managing the timing of discretionary expenditures

Qualifications

- At least 5 years of applicable hospitality management experience



Doctor Sax House

- Previous experience managing a team of 10+ team members
- High proficiency with MS Office Suite, particularly Excel, Google Suite
- Ability to obtain and/or maintain any government required licenses, certificates or permits

Company is an equal opportunity employer and is committed to creating an inclusive environment for all employees. All qualified applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.