


JOB DESCRIPTION	JOB TITLE: Lodging Operations Manager		
	Job Location: Utah Olympic Park Reports to: UOP General Manager Function Area: UOP Operations		Position Code: 487 Pay Grade: 7 Type: FT / Exempt

Job Title: UOP Lodging Operations Manager

Position Summary:

Effectively manage the Athlete and Workforce 72-Unit, 146 bed residence building at the Utah Olympic Park. The building will contain 43 units of 1 and 2 bedroom apartments used by both year round resident athletes and UOP staff; and 29 short term stay units for athletes and guests staying several days or weeks at a time. The building is scheduled to open August of 2019.

Major Tasks, Responsibilities and Accountability

- This position will ensure and oversee the coordination of the following services: apartment leases and a hotel like reservation system for short term stays, lease application and payment processing, building maintenance, short term unit cleaning, tenant management, grounds and area snow removal, and other services; including coordination with all other UOP managers to ensure proper execution of functions.
- Assist in creation of building and tenant management policy and procedures and responsible for maintaining and updating them as required.
- Coordination and implementation of building safety and evacuation plan working with UOLF Risk Manager to ensure proper implementation and training for staff and residents on all evacuation procedures.
- Responsible for development and adherence to the Building’s operations budget.
- Work with management team to certify potential tenants, and market units to applicants to ensure occupancy in a timely manner.
- Maintain communication with suppliers, issuing orders as required and to source new suppliers where necessary
- Manage and maintain relationship with cleaning service and stock of linen, toiletries, cleaning products within budget
- Ensure all periodic and preventive maintenance and replacement tasks are completed as needed and according to manufacturer recommendation for the building and it’s facilities’.
- To ensure residences meet standards of cleanliness and overall look and upkeep of the building’s exterior and interior furnishings, common spaces and short & long term residences.
- Ensuring that all local, county, and state housing regulations are followed and complied with.
- Responsible for communicating, administering, and ensuring compliance with all building and tenant policy and procedures including investigation and discipline of tenants for violations.
- Responsible for maintaining safe conditions of spaces around buildings, all spaces in the building and facility components ensuring that all equipment and services remain in full working order and to arrange for timely repairs or replacements as required.
- To assist the senior management team by making suggestions as to the efficiency and overall positive net cash flow including evaluation, identification and implementation of operational efficiencies where possible.
- Effectively coordinate all facility and maintenance related service contracts and onsite contractors.
- Effectively hire, manage, train, and evaluate hourly staff that assist in building reservation and oversight services.
- Effectively coordinate a 24 hours a day, 7 days a week, on-call service to tenants
- Other duties as required

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Required Knowledge and Essential Skills

- 4 year degree or equivalent experience required
- Previous housing management experience or knowledge of rental property management preferred
- Experience with reservations systems
- Superior organizational, coordination, multi-tasking abilities with strong attention to detail
- Must work well in a team environment with the ability to effectively manage and motivate staff
- Ability to develop and maintain professional and positive relationships with external groups
- Proven supervisory experience
- Budgeting experience required
- Excellent analytical skills
- Proactive, self-starter and positive attitude
- Proven ability to manage multiple complex situations
- General knowledge of the Utah Olympic Park, its purpose and use for the future of winter sport in Utah
- Proficiency with PC applications and Microsoft Office programs, such as Word, Excel, Publisher, Power Point
- Must be available 7 days a week (including weekends, evenings, and holidays as necessary)

Minimum Qualifications

- Flexible work schedule – must be available to work days, evenings, weekends and holidays

Environmental Job Requirements

- Ability to work outdoors in all temperature/weather extremes

Physical Requirements

- Ability to lift 50 pounds
- Must be able to stand on feet for extended time
- Hearing – to converse with others in a normal conversation
- Balancing, bending, climbing, kneeling, walking, pushing, reaching above shoulders, and sitting

Required In-House Training

- UOLF Orientation
- Sexual Harassment
- Drug & Alcohol
- Fire extinguisher use
- Lock Out/Tag Out authorized
- Internal vehicle use

This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of the job description at any time without prior notice.