

HEDGES ASSISTANT GENERAL MANAGER

The Hedges on Blue Mountain Lake is an historic, camp-style resort located in the center of the 6-million-acre Adirondack Park of northern New York State. The owner -- The Hedges on Blue Mountain Lake, LLC ("LLC") -- seeks an Assistant General Manager to work alongside the General Manager, with the ultimate goal of being promoted to General Manager, ensuring a smooth transition and leading the operation forward upon the retirement of the current General Manager.

The Hedges opened to the public in the 1920s and maintains a loyal clientele but also welcomes new guests who appreciate its casual, quiet, naturally-elegant feel. The Hedges strives to operate much as it has over the last few decades, while also adjusting (only as and when needed) to changing markets and demographics.

1. Location and Facilities

Situated on over 12 acres of pristine Adirondack woods at Blue Mountain Lake, with 1500 feet of waterfront, The Hedges has over 30 lodging options, including fourteen lakeside and non-lakeside housekeeping cabins, two lodge buildings housing five suites and twelve rooms, a full-service dining room serving breakfast and dinner daily, and boats, docks, a beach, clay tennis court, maintenance buildings, an office and gift shop, and a game room.

Further information is available on our website: www.thehedges.com and on The Hedges Facebook page at <https://www.facebook.com/The-Hedges-131853090193648/>.

2. Role

The Assistant General Manager is responsible for working closely with the General Manager and the Senior Management Adviser in maintaining the smooth operation of an all-inclusive resort which provides guests with daily housekeeping, structured and unstructured activities, and a Modified American Plan dining room.

With a personable hands-on style, the Assistant General Manager is expected to provide leadership to staff, maintain facilities, and offer a level of hospitality that meets the expectations of all Hedges guests and of the LLC.

3. Management Structure

- The Assistant General Manager is hired by the General Manager with the approval of the Senior Management Adviser and the LLC steering committee.
- The Assistant General Manager, under the direction of and in coordination with the General Manager and the Senior Management Adviser, is responsible for the smooth day-to-day operation of The Hedges, which will include, but not be limited to, direct supervision of the kitchen, dining room, housekeeping, front desk, maintenance, and grounds staff.

4. Seasonality of Operations

The Assistant General Manager's duties continue throughout the year, according to the following calendar of activities:

- The Hedges opens to the public from late May until mid-October.
- The camp is closed and winterized beginning in late October, and the office currently operates remotely during the winter months in nearby Indian Lake, NY. The Assistant General Manager may, by mutual agreement with the LLC Managers and key staff members, be able to work remotely and on an on-call basis during certain portions of the December-to-April time period.
- The opening of the camp begins in mid-spring and continues into May.

5. Responsibilities

The Assistant General Manager functions as a backup to the General Manager, and as such, must learn all aspects of managing The Hedges:

- Ensure that all guests feel welcome and are given responsive, friendly and courteous service when making reservations, during their stay and, should the need arise, after the completion of their stay.
- Be aware of and foster the "guest-friendly" atmosphere that is at the heart of The Hedges' long history of guest service and product quality.
- Be a regular scheduled presence onsite for guests and staff in any areas where guests may congregate such as the dining room, planned activities, or visiting with various guests on campus (this requires 50-60 hours per week during the summer season).
- Provide an exemplary, friendly, respectful, and collegial performance style for staff to follow; the Assistant General Manager needs to be a team player, willing to go the extra mile and help out with any and all duties as needed.
- Work closely with key staff members to develop a strong and cohesive management team through training, recruitment, and motivation.
- Work alongside the Head Chef, with purchasing authority to order food and beverage supplies to restock The Hedges kitchen, laundry, etc.
- Understand and enforce all Hedges staff and guest policies.
- Fully understand and comply with all federal, state, county and municipal regulations that pertain to health, safety and labor requirements of The Hedges employees and guests.
- Work with and fully comprehend the reservation system used by The Hedges, in collaboration with the Reservations Staff.
- Assume a supporting role to the General Manager in the finances of The Hedges:
 - Work in collaboration with the General Manager and LLC Managers, overseeing all accounting functions, including, but not limited to, accounts payable, accounts receivable, petty cash, payroll and ordering procedures.
 - Assist the General Manager in meeting financial objectives by developing annual budgets and forecasts, analyzing variances, initiating corrective actions and establishing and monitoring financial controls and strategies.

- Assist the General Manager in achieving budgeted revenue and profit goals, balancing cost with guest satisfaction; and maximizing revenue through the Yield Management and inventory control systems.
- Report regularly, both formally and informally, to the LLC Managers and officers. Meet with LLC Management weekly during the season (late May through mid-October) and at least monthly during the off-season. Prepare and provide all required paperwork in an organized and timely manner. These could include payroll reports, purchases, tax obligations, weekly guest counts, and projections.
- Stay current on, and communicate to the LLC, competitive market conditions and trends.
- Maintain a courteous and professional rapport with guests, the local community, vendors, lead sources, and competing lodges. Additionally, have a sincere desire to become involved in the communities that surround The Hedges, and to enjoy the many unique activities attained only by living and working in the Adirondack Park.
- Be willing to recognize the Assistant General Manager's role as an evolving one.
 - While this job description is intended to be an accurate reflection of the current job, the LLC reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (emergencies, changes in personnel, workload, etc.).
- Work alongside the LLC Managers to identify gaps or areas for improvement in the Assistant General Manager's role in order to ensure the successful and continued operation of The Hedges.

6. Experience and Skills

- At least 5 years of professional management experience in the Hospitality industry
- Proven understanding of professional kitchen operations, preferably with experience in areas of food production for restaurants, hotels, catering, or related food service entities
- Professional experience hiring and managing staff
- Formal education in the hospitality industry is desirable, as well as skill certifications such as food handling, or commensurate experience
- Demonstrated ability to exercise sound fiscal management, including budgeting, financial reporting and analysis of operations, accounting policies, inventory control, and a working knowledge of related technology systems. Computer skills should include knowledge of Microsoft Outlook email, Word, Excel or similar software.
- A sensitivity and commitment to environmental business standards and practices on the national, state, and local level
- Have or be willing to acquire a basic understanding of buildings and grounds maintenance
- Excellent verbal and written communication style and skills
- Strong decision-making and problem-solving skills, with an ability to think on one's feet and navigate a fast-paced work environment

- Sincere demonstration of an open, caring, earnest, gracious, and trustworthy demeanor
- A desire to grow personally and professionally
- A mindset that honors longstanding Hedges traditions and customs, but also looks forward in a strategic, evolutionary way

7. Compensation

- Salary commensurate with experience

8. Position Hiring and Timing

- The Assistant General Manager is hired by the General Manager with the approval of the Senior Management Adviser and the LLC steering committee.
- It is the LLC's hope that the successful candidate will start full-time employment in spring 2019.

9. How to Apply

- Interested candidates should submit a cover letter and resume to stephen.blum@yale.edu.