



## **HOSPITALITY MANAGER**

### **ERES COMPANIES**

*Williston, ND*

#### **COMPANY OVERVIEW**

Founded in 2014, ERES Companies is one of the fastest growing and unique real estate firms in the world. Unlike other commercial real estate service providers, ERES provides a truly vertically integrated approach to meet a multitude of real estate needs seamlessly controlling projects from start to finish. Leveraging the comprehensive power of our service lines, we are enabled to research, analyze, and provide the most efficient, cost-effective solution available for our client's real estate investments. This translates to peace of mind in knowing that their needs, timeline, and budget are being considered at every phase of their project. Our collective commitment to excellence, hard work, and creativity has resulted in a rapid firm expansion that has led ERES to complete thousands of successful projects both domestically and internationally, represent over five million square feet of commercial space and more than \$1 billion in real estate value, and manage over 6,500 multifamily and industrial units.

Our sophistication and expertise, combined with our small company values and client-centered approach, have provided us opportunities to partner with best-in-class, global corporate clients, including several Fortune 500 companies, in solving some of their largest and most challenging real estate issues. ERES is currently comprised of over 150 dedicated professionals working tirelessly to provide the finest all-inclusive real estate services in key secondary and tertiary markets across the globe. Always opportunistic about expanding operations, we have eleven domestic and international office locations in Denver, CO (headquarters), Sarasota, FL, Williston, ND, Bozeman, MT, Fort Worth, TX, Houston, TX, Midland, TX, New York, NY, and Neuquén, Argentina.

#### **THE OPPORTUNITY**

##### **Job Summary**

We are seeking an experienced Hospitality Manager to join our team in Williston, ND. The primary responsibility of this role will be to manage and oversee operations for a large multifamily/workforce housing lodge in an efficient and value enhancing manner that is consistent with the overall strategic plan for the property. This includes being accountable for all business, financial, personnel, and management aspects of the property including preparing, implementing and adhering to the approved strategic plans, individual and overall budgets, coordinating and leading the management and staff of the property, and monitoring the supervision of the day-to-day activities of the staff in delivering services and support to the client(s) and tenants.

##### **Essential Duties and Responsibilities**

- Responsible for leading and directing the local property management team in performing the day-to-day operation for the property to ensure that all site operations are in

- compliance with established policies and procedures, the management agreement, and are consistent with the client's overall objectives
- Provides strong leadership and daily management of the staff, partnering with the ERES leadership team on all operations and HR functions related to hiring, training and ongoing staff coaching and performance management
- Prepares the consolidated annual budget for the property; reports to client/owner regarding monthly financials, operations analysis, and the leasing activity report; reviews and approves all reporting from the property before presenting these to the responsible Portfolio Manager
- Conducts regular on-site property inspections in compliance with established standard operating policies and procedures and in accordance with the management agreement and client requirements
- Bears primary responsibility for the coordination and maintenance of all site-specific activities and documentation including but not limited to property information books, site operating manuals and emergency operations manuals
- Ensuring that tenants/guests receive excellent customer service; must be able to handle customer complaints and ensure guest needs are met.
- Has primary responsibility for controlling and approving the procurement and expenditure processing
- Adheres to the approved budget for all property activities and closely monitors and reports on variances; forecasts cash flow for the property; reviews and reports on real estate tax assessments; and ensures required municipal reports are filed correctly and on-time
- Oversees regulatory compliance and effective management of risk and liability for both ERES and the client
- Strong leadership and daily management of all property staff, establishing and maintaining open, positive relationships at all times with both staff, department heads as well as the tenants ensuring that all services and needs are met and in compliance with leases and agreements
- Negotiates service contracts with any outside vendors to achieve the highest levels of performance at the lowest cost in compliance with ERES values, standards and guidelines for business conduct
- Supports and provides leadership in a commitment to achieve ERES and client expectations for service and business objectives consistently upholds and applies the company's policies regarding appropriate professional behavior to ensure that the values of the firm are exhibited by the actions of the staff.
- Build relationships with local businesses and organizations to promote the business and increase its visibility in the community
- Develop strategies for attracting and retaining tenants/guest, increasing revenue and improving operational efficiency

**Position Requirements: Skills & Experiences**

- At least 3 years at the level of Hospitality Manager a plus
- Strong management and leadership skills and experience with human resource and performance management processes
- Understanding of what excellent customer service looks like and be able to implement strategies to ensure tenants/guests receive it required
- Experience developing and implementing marketing strategies to attract and retain customers
- Yardi experience a plus

- Breadth and depth of experience in leasing, construction, engineering and all facets of property operation and building management
- Knowledge and experience with financial accounting in Commercial & Residential real estate, financial reporting and budgeting
- Excellent technical, interpersonal, and analytical skills required
- Excellent written and oral communications skills required
- Strong computer and systems knowledge

## **EEO STATEMENT**

ERES is an equal opportunity employer and committed to developing and maintaining a diverse workforce. ERES strongly believes in equal opportunity for all, without regard to race, color, religion, creed, age, sex, pregnancy, family responsibility (e.g. child care, elder care), national origin or ancestry, citizenship, marital status, sexual orientation, gender identity or expression, transgender status, veteran's status, genetic information, or status as a qualified individual with a disability, protected leave status or any other protected characteristic in accordance with applicable law. The company also endeavors to make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodations would impose an undue hardship on the operation of our business. Equal employment opportunity will be extended to all individuals in all aspects of the employment relationship, including recruitment, hiring, promotion, transfer, training, discipline, layoff, recall and termination.

## **SUBMISSION**

Cover letters should clearly outline relevant experience and its applicability to this role. Qualified candidates may submit a resume and cover letter to Jayde Bonnell at [jayde.bonnell@erescompanies.com](mailto:jayde.bonnell@erescompanies.com).