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General and Operations Managers

Job Description:

Plan, direct, or coordinate the operations of public or private sector organizations. Duties and responsibilities include formulating policies, managing daily operations, and planning the use of materials and human resources, but are too diverse and general in nature to be classified in any one functional area of management or administration, such as personnel, purchasing, or administrative services.

Sample of reported job titles: Business Manager, Facility Manager, General Manager (GM), Operations Director, Operations Manager, Plant Superintendent, Store Manager

Job Task:

- Review financial statements, sales or activity reports, or other performance data to measure productivity or goal achievement or to identify areas needing cost reduction or program improvement.
- Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, or distribution of products.
- Direct administrative activities directly related to making products or providing services.
- Prepare staff work schedules and assign specific duties.
- Monitor suppliers to ensure that they efficiently and effectively provide needed goods or services within budgetary limits.
- Direct or coordinate financial or budget activities to fund operations, maximize investments, or increase efficiency.
- Establish or implement departmental policies, goals, objectives, or procedures in conjunction with board members, organization officials, or staff members.
- Perform personnel functions such as selection, training, or evaluation.
- Plan or direct activities such as sales promotions that require coordination with other department managers.
- Set prices or credit terms for goods or services based on forecasts of customer demand.
- Manage the movement of goods into and out of production facilities to ensure efficiency, effectiveness, or sustainability of operations.

Technology Skills:

- Customer relationship management CRM software — Blackbaud The Raiser's Edge; Oracle Eloqua; Salesforce software; Sugar CRM
- Data base user interface and query software — Data entry software; Microsoft Access; Structured query language SQL; Yardi

- Enterprise resource planning ERP software — Microsoft Dynamics; NetSuite ERP; Oracle PeopleSoft; SAP
- Operating system software — Apple macOS; Job control language JCL; Microsoft Windows; Oracle Solaris
- Project management software — Confluence; Microsoft Project; Oracle Primavera Enterprise Project Portfolio Management; Realization Streamliner

Job Knowledge:

- Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources
- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Job Skills:

- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Coordination — Adjusting actions in relation to others' actions.
- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- Speaking — Talking to others to convey information effectively.

Job Abilities:

- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Speech Clarity — The ability to speak clearly so others can understand you.
- Written Comprehension — The ability to read and understand information and ideas presented in writing.

Job Activities:

- Making Decisions and Solving Problems — Analyzing information and evaluating results to choose the best solution and solve problems.
- Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.
- Coordinating the Work and Activities of Others — Getting members of a group to work together to accomplish tasks.
- Guiding, Directing, and Motivating Subordinates — Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.

I _____ acknowledge that I have read and understood this job description for the position of Accountant.

Employee Name: _____

Date: _____

Supervisor Name: _____

Date: _____