**JOB DESCRIPTION**

**Position: Night Manager**

**Department: Front Office**

**Reports to: Front Office Manager**

**The Company**

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world’s most prestigious hotels and resorts. The Group now operates or has underdevelopment over 40 hotels with more than 11,000 rooms in 25 countries in key business and leisure destinations.

**The Hotel**

Our award winning property, in the nation's capital, is situated on D.C.'s growing South West waterfront. Commanding monumental views, the property offers 400 guest rooms including 54 suites, extensive event space, and our Forbes Four Star Rated Spa at Mandarin Oriental. Mandarin Oriental, Washington D.C. welcomes individuals who are guest centered and are committed to making a difference every day; continually getting better to keep us the best.

Mandarin Oriental, Washington, D.C. is currently seeking a Night Manager to join our dynamic Front Office team.

The Night Manager - Front Office will provide supervision, delegation, support and leadership in the Front Office on the overnight shift in accordance with the objectives, performance and quality standards established by the hotel.  The Night Manager - Front Office will also serve as the Overnight Manager on Duty. This individual will also be responsible for developing & executing strategic and long term objectives for the department. The Night Manager - Front Office reports to the Front Office Manager. S/he will supervise Guest Service Agents, PBX Operators, Guest Services and Guest Relations staff on the night shift. S/he will indirectly supervise and support other overnight departments in the hotel as needed.

**Duties and Responsibilities**

* Operate the Front Office properly, efficiently and with profitability on the overnight shift.
* Responsible for the execution of the daily night audit.
* Supervise and assist all front office staff in their duties on the overnight shift.
* Ensure a warm and genuine arrival and departure experience.
* Keeps the Front Office colleagues informed & up-to-date with information on rates, promotional programs, special benefit cards, Mandarin Oriental Hotel Group details, etc.
* Ensure that all overnight colleagues are groomed according to hotel standards.
* Maintain all department files and ensure that paperwork is kept to a minimum.
* Ensure that office supplies and paper products are adequately stocked for the overnight and morning shift.
* Serve as the Overnight Manager on Duty and be available to guests at all times.
* Ensure proper staffing at all times.
* Compile and maintain the daily Manager on Duty report.
* Ensure accurate communication of information and guest requests to all relevant departments.
* Personally welcomes guests in all VIP categories as well as repeat guests; recognize and anticipate their individual needs.
* Ensure that Legendary Quality Standards, policies and procedures of MOWAS are properly understood and followed through.
* Perform aspects of human resources and training functions, including performance coaching, counselling, training, disciplinary actions, etc., for Guest Service Agents & PBX Operators.
* Identifies quality improvement trends and effectively communicates issue to the Director of Front Office Operations.
* Handle all guest complaints and comments relating to the department tactfully.
* Ensure that the Legendary Service Training manual is continuously updated, maintained and used effectively.
* Cooperate and coordinate teamwork with other departments.
* Manage the Front Office FOCUS (Upselling) Program, encouraging participation & growth.
* Maintain high standards of Data Quality within the Front Office.
* Manage department Data Completeness score.
* Ensure growth with the Departments LRA scores for both Arrival & Departure.
* Develop & execute strategic and long term objectives, as required by Front Office Manager and Director of Front Office Operations.
* Manage ADP time clock entries and perform edits as needed.
* Responsible for Lobby Fan coverage until 7:45 AM daily.
* Perform any other reasonable duties as directed by the Front Office Manager and/or the Director of Front Office Operations.

**Requirements**

*Mandatory*

* Bachelor's Degree in Hotel Management and/or equivalent work experience in the hotel setting.
* Must possess experience in a supervisory role at a luxury/upscale hotel.
* Must be able to work the overnight shift exclusively and on a full-time basis; must be able to work weekends & holidays.
* Excellent communication skills with fluency in English required.
* Able to multi-task.
* Able to work with a dynamic schedule that may change frequently.
* Strong knowledge of Rooms operations.
* The ability to work well in a team environment.
* Physically able to stand/walk for extended periods of time.
* Must be computer proficient with demonstrated expertise in the following programs: SMS, Microsoft Office, Word, Excel, and PowerPoint.

*Desirable*

* Multi-lingual skills are preferred.
* Prior experience in a unionized hotel environment is preferred.
* Prior experience as a night manager is strongly preferred.

Each of the items listed is considered an essential function of the position. However, the duties, responsibilities and requirements presented in this job description are intended to be broad based and high level and should not be construed as an exhaustive list of all roles or responsibilities for the position. The Company reserves the right to alter the duties and responsibilities of the position.

It is Company policy to comply with the Americans with Disabilities act, including by providing reasonable accommodations that do not constitute an undue hardship on the Company. Employees or applicants should direct requests for accommodation to Director of Human Resources.