



The Gables of PEI Resort

Job Title: Assistant General Manager

GENERAL JOB DESCRIPTION

The Assistant General Manager works under the direction of the General Manager (GM) in the management and optimization of overall resort operations. The Assistant General Manager will be a leader and assist all departments daily and directly oversee all assigned departments while maintaining a positive environment for all staff and guests.

PRINCIPLE DUTIES & RESPONSIBILITIES: (Essential functions)

- Hiring, training, developing and motivating front desk staff to perform their jobs to the highest standard.
- Develop and maintain open lines of communication with each department within the company.
- Coordinate work assignments and scheduling with front desk, housekeeping and maintenance teams.
- Maintain positive guest and associate relationships: Embrace and exhibit the highest level of ethics and integrity consistent with Gables of PEI standards, demonstrate an ability to motivate and communicate expectations with humility and respect.
- Perform daily inspections of completed work, ensure team stays on task and motivated.
- Assist with inventory control, supplies, and ordering.
- Resolve any guest concerns expediently and in a professional manner.
- Act as Guest Liaison with all groups and group leaders.
- Responsible for all Resort operations when GM is not present.
- Off-season duties as assigned by GM.
- Other duties as assigned.