



The Position

Dubbel Dutch House Manager
(Full Time/Salaried)

About Dubbel Dutch

Dubbel Dutch is an 1898 double mansion turned 17 room, historic yet modern, independent boutique hotel. Originally designed by Milwaukee architecture firm, Ferry & Clas (who also designed the Pabst Mansion and Milwaukee Public Central Library), and now owned and transformed by Juli Kaufmann of Fix Development, Patrick R. Jones of Ramsey Jones Architects, and Andy Braatz of Braatz Building. Newly opened in July 2020, we are for the independent and adventurous traveler. Read more about us on our website:

<https://www.thedubbeldutch.com/>.

Job Summary

Dubbel Dutch is now seeking 1 to 2 House Managers to manage day to day operations of the hotel including responsibilities in the following areas (as outlined in more detail below); operations, reservation/guest services, and marketing/sales. This role will include the opportunity to take on new projects as interest and need dictate, the ability to provide significant input in building your schedule, and will provide the chance to participate in all aspects of running a locally owned, small business.

We are seeking a well rounded and trustworthy individual who has excellent communication and problem solving skills, is able to work independently but is not afraid to ask for help, can think creatively, and is a committed, reliable, hard worker with an excellent attendance record. Hotel/hospitality experience is helpful, while not required, as well as a love for Milwaukee and preserving history.

Responsibilities & Duties

Operations

- Light building maintenance and exterior upkeep including the following:
 - Schedule repairs and maintenance as needed
 - Schedule and implement quarterly fire alarm testing/evacuation drills
- Manage housekeeping operations including but not limited to performing room inspections, scheduling, purchasing, coordinating linen deliveries/pick up, and performing various interior common area cleaning tasks
 - Monitor weekly reservations and update spreadsheets to efficiently manage linen inventory, coordinate product orders, and schedule deliveries in accordance with hotel demand
 - Monitor custodial inventory, coordinate product orders, and schedule daily room cleanings with Fig Cleaning (contractor) to ensure rooms are cleaned to standard and complete prior to upcoming check-ins

Reservation/Guest Services

- Assist with management of general Dubbel Dutch email account
- Property Management System: track new reservations, process payments, complete guest arrival/check in and check out, produce invoices and bills, monthly data tracking and reporting



- Managing key code system
- Monitor external channels (Airbnb & Expedia) and channel manager (Siteminder)
- On call and on duty shifts as assigned:
 - Answer all calls/texts/emails during on call hours
 - Respond to guest requests/needs during on call hours
 - Be on site or within a 15 minute radius of hotel to be able to get there in a timely manner if needed

Marketing/Sales

- Social Media Management (Facebook & Instagram): create content and build and foster collaborations
- Ads: creation, cost tracking, and assess outcomes
- Website: contribute to content and photo updates, meet with website provider, and email list management (send 4-6 emails per year and create a calendar of different initiatives/specials)
- Events/Weddings/Buyouts: assist with conducting tours and coordination of all room blocks, special events, and house buyouts for large groups
- Monthly data tracking and reporting including review of insights

General Duties

- Participation in all required team meetings
- Attend and network at various community, industry, and civic events
- Maintain correct record keeping for any purchases made, financial transactions with reservations, housekeeping inspection logs, and assist with preparation for any hotel audits or inspections

Please note: this list is not all inclusive, as you may be asked to perform additional job duties or tasks as assigned. You will be cross trained in all areas but will have primary responsibility over select duties as shared with the other House Manager and General Manager.

Qualifications & Skills

Competencies

- Teamwork - willingness to cooperate and work together with others towards a common goal
- Decision making & problem solving - analyze information and evaluate results to choose the best solution and solve problems.
- Professionalism - representing yourself and Dubbel Dutch with consideration and respect for others
- Communication - succinctly convey thoughts, ideas, and information both verbally and through written communication

Skills

- Active listening - giving full attention to what others are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
- Social perceptiveness - being aware of others' reactions and understanding why they react as they do



- Service orientation - actively looking for ways to be of service to others
- Technology - knowledge of and comfortability with learning new computer programs and websites such as property management system, channels, door code locking system, and G Suite
- Mathematical comprehension - ability to understand and interpret numbers as they apply to budgets, revenue management, operational expenses, and forecasting

Physical

- Ability to lift, push, and pull up to 20 pounds on an occasional basis
- Must be able to stand, walk, bend, kneel, lift, grasp, stretch, and reach in order to be able to physically and visually inspect all areas of hotel and complete various cleaning/light maintenance tasks

Education

We are less about formal education requirements and more about skills, experience, and the ability to perform your job duties in an effective and efficient manner. While education is important and we want to hear about your educational background, a specific degree is not required.

Schedule/Hours

Schedule and hours will vary to include daytime, weeknight, weekend hours, and will include on duty and on call shifts. This salaried position will expect an average of 50 hours per week. We are willing to be flexible with your preferences and schedule when possible but need you to be reliable and dependable.

Compensation

This will be a salaried position and annual salary will be commensurate with experience in the \$45,000 - \$55,000 range.

Supervisory Responsibilities/Reporting

The House Manager is not currently responsible for supervising any other staff and reports directly to the General Manager.

Opportunities for Growth

This role may have the potential to become a supervisory position. Other opportunities may arise as the business continues to grow.

How to Apply?

Please carefully review this job description prior to submitting a cover letter and resume by email to:

Meghan Keyes, General Manager
meghan@thedubbeldutch.com

Please do not call the hotel with any questions.