

Imperial River Company Job Description

Position: Hospitality & Group Sales Manager (Adapted Year Round)

Reports to: General Manager

Wage: 7-8 Months Salary at \$5,000/ Month. 4-5 Months Hourly at \$20/Hour plus commission.

We are seeking a Hospitality & Group Sales Manager to lead guest-facing operations during our busy and shoulder seasons while owning group relationships year-round and actively growing off-season revenue through groups, events, retreats, and buyouts.

This is a hands-on leadership role designed for a strong operator who is equally comfortable managing people, delivering exceptional guest experiences, and driving revenue through relationship-based group sales. The role is intentionally structured to match the realities of a seasonal hospitality business, with clear upside for off-season growth and a long-term path to a year-round senior leadership position. This person needs to be adaptive, communicative, firm when necessary, and able to elevate not only the staff they are directly over-seeing, but help continue to build the company culture.

Core Responsibilities

Overall Leadership & Operations

- Serve as the senior on-site hospitality leader during the busy season
- Ensure coordination and alignment across front desk, housekeeping, and food & beverage operations
- Maintain high guest experience standards while holding teams accountable to financial performance
- Act as the primary liaison between the general manager and the department managers that report to you

Front Desk Operations

- Directly manage the front desk team
- Personally work the front desk 3 to 5 days per week during the busy season
- Oversee scheduling, training, guest communication, and service standards
- Ensure reservations, arrivals, departures, and guest issue resolution are handled professionally
- Directly manage the front desk team
- Communicate & Coordinate with Operations Manager for activity bookings.
- Manage inventory and ordering for supplies & breakfast.
- After Hours phone answering 2 to 5 days per week, including going on-site in emergency situations.

Housekeeping Oversight

- Directly supervise the Housekeeping Manager
- Ensure cleanliness, turn times, staffing levels, and quality standards are met
- Collaborate on staffing plans aligned with occupancy and seasonality
- Maintain accountability for housekeeping performance and guest satisfaction
- Manage ordering for supplies & chemicals

Food & Beverage Oversight

- Oversee the Kitchen Manager and Front-of-House Manager, who are each responsible for operations in their departments. Manage inventory
- Ensure F&B operations align with budget, margin targets, and guest experience goals
- Review labor, food cost, and performance metrics with F&B leadership
- Coordinate F&B offerings tied to group events, buyouts, and seasonal programming

Group Sales & Relationship Management

- Serve as the primary point of contact for all group bookings during busy, shoulder, and off-seasons
- Personally manage group relationships before, during, and after their stay
- Ensure seamless execution of group experiences in coordination with front desk, housekeeping, and F&B
- Handle proposals, pricing, contracts, and post-event follow-up, including profitability and expense management
- Own the full group sales lifecycle for off-season demand creation
- As group volume grows, assist in determining when to expand the sales team

Seasonal Compensation Structure

Busy & Shoulder Seasons (Peak Operations, 7 to 8 months)

- Base Pay: \$5,000 per month (salary)
- Focus: Full operational leadership, front desk coverage, and active management of group experiences
- Schedule: Full-time, hands-on leadership role
- Commission: Earned on incremental group and event revenue (see below)

Off-Season (Reduced Operations + Sales Focus, 4 to 5 months)

- Base Pay: \$20 per hour for approximately 20 to 30 hours per week
- Focus: Group sales, events, retreats, and buyouts, while providing part-time front desk coverage
- Commission: Earned on incremental group and event revenue (see below)

Commission Structure

The Hospitality & Group Sales Manager is eligible to earn commission on group and event revenue that is incremental to baseline group sales demand.

Commission is designed to reward meaningful revenue creation while protecting the business from overpaying on low-impact bookings.

Flat Commission: this is based on the gross revenue from each specific group – 7% paid out at the end of each month based on that month's volume. In addition, 3% is paid out on each rebooking, up to 3 years.

Commission is calculated on gross group lodging and event revenue, excluding taxes and third-party fees. Commission is only paid on new OUTBOUND group bookings that you bring in. Commission is not paid on any existing customer bookings that decide to rebook as a group, any recurring or existing group bookings, or any inbound group bookings. Commission is only paid after the group has checked out and paid their bill in full. If employment is terminated before a group's stay, then no commission shall be earned on said bookings.

Qualifications

- 3+ years of hospitality operations experience (hotel, campground, resort, or similar)
- Experience managing multiple teams of people
- Willingness to obtain OLCC and Food Handler's certification, as well as first aid, CPR, and AED by your start date.
- Comfort working hands-on in guest-facing roles
- Strong organizational, leadership, and communication skills
- Sales or group/event booking experience preferred
- Financial awareness of labor control, budgeting, profit margins, and ordering
- Self-starter who enjoys building systems and growing revenue

Growth Opportunity

As off-season and shoulder-season group revenue grows, this role has a clear path to becoming a true year-round senior management position with expanded compensation, leadership scope, and long-term growth potential.