

General Manager for White Mountain Sauna Haus North Conway Location

Description: The general manager is a full time position responsible for the day to day operations of the facility. This includes management of staff, materials (food, beverage, wood), events and subcontractors for events, and upkeep of the facility (cleaning, maintenance).

Compensation: The base salary for this position is \$60,000/yr. After 6 months of employment, profit sharing will be included in the salary, which will likely be in the range of \$1000-\$1500/month, depending on time of year and performance of the facility. Currently no benefits are included but will likely change in the future. The current salary would include 2 weeks paid vacation (can be broken up, can't be taken during busiest times), and could include up to 2 additional weeks unpaid vacation during rebuild/remodel weeks. A membership to the sauna haus is included while working at the facility, as well as a *complimentary membership* that could be gifted to a friend, family member or partner.

Expectations: The general manager is expected to uphold the vision and values of the company through the management of the facility. They are expected to lead by example for the staff. They are expected to liaison with the upper management of the company and other employees to help manage the staff and facility, and to make sure that problems are being addressed in a timely manner. In addition, because this is a new business and new facility, they are expected to be able to bring new ideas to the company, to help implement these new ideas, and to be flexible in the running of the facility.

It is expected that the manager maintains their own schedule appropriate with management of the facility, likely working between 35 and 45 hours/week. It is also expected that the manager is on site during some of the busy times, which is primarily nights and weekends. It is expected that the manager is available to fill in for staff callouts at short notice, or if unable to due to vacation or schedule conflicts, has back up (CEO, other members) to fill in when needed.

Work breakdown: approximately 15-20 hrs a week is administrative work, phone calls, emails, scheduling, coordinating, ordering

Approximately 20-25 hrs a week is on site, interacting with staff, guests, helping with cleaning and running of the facility, evaluating staff, in person meetings

Weekend commitment: It is expected that the manager is on site for 3 of 4 weekends each month. These hours are helping staff with guests, running the facility, making sure the facility is performing well. It is expected that the manager is on call to fill in short notice for *at least* 3 out of 4 weekends a month, and that fill in is arranged for those not on call prior to the weekend. When not filling in, the manager is expected to be on site during the busiest part of the weekend to help out, 3 out of 4 weekends a month.

Work from home: Administrative work (approximately 15 hours per week) can be done from home or, from wherever. This includes but it is not limited to payroll, scheduling, ordering materials, coordinating events, curating ideas, phone calls.

Communication: it is expected that email is checked *at least* once daily on those days that the manager is working, and that manager is available during work days via cell phone.

Communication with upper management will be essential especially in the beginning

Certifications to be completed during employment:

Servsafe Managers Course, Servsafe Alcohol Course (Exams passed)

Pool Operator Course

Requirements: Undergraduate college degree

Relevant management experience

Ability to change as the business needs, this is a start up

Duties: This list is not exhaustive, and will be changed as the business and facility changes

- Management of staff
 - Payroll by Monday evening every week
 - Schedule 3 weeks in advance
 - Filling in when staff are sick (callouts)
 - Coordinating coverage when they are unavailable to cover callouts
 - Hiring and firing of staff when appropriate (in collaboration with CEO, etc)
 - Conducting performance reviews with staff every 3 months
- Management of facility
 - Cleaning facility (daily, weekly, monthly checklists being completed)
 - Coordinating volunteers/staff when appropriate to help with cleaning
 - Coordinating with facility manager when repairs/improvements are needed
- Management of materials
 - Ordering of food
 - Ordering of beverage
 - Ordering of dry goods (cleaning supplies, toilet paper, etc)
 - Ordering of wood deliveries when needed
 - Coordinating volunteers to stack wood
 - Removal and trash and recycling weekly
- Management of events
 - Curating events calendar
 - Promotion of events
 - Coordination of website updates with social media/website manager
 - Coordination of social media promotion with above
 - Coordination of collaborators/subcontractors for events
 - Management of staff schedule for events
 - Physical presence at some events to evaluate efficacy of events
- Aiding in curation of business
 - Reviewing current practices and what could be improved
 - Reviewing current menu, analyzing sales and suggesting improvements
 - Bringing new ideas to management to help business grow