

## NO RTEC JOB SPECIFIC SKILLS COMPETENCY

### MANAGER, LODGING FACILITIES

DOT: 320.137-014 SVP 7

**Job Description:** Manages and maintains temporary or permanent lodging facilities, such as small apartment houses, motels, small hotels, trailer parks, and boat marinas. *Physical Demands* -Mildly active/Medium lifting, carrying, or moving (up to 50 lbs); *General Educational Development* - R4 M3 R4; *Aptitudes* - Average General Learning Ability, Verbal, Numerical, and Clerical Perception.

#### CORE SKILL COMPETENCIES/INDICATORS:

1. Can demonstrate ability to appropriately show and rent or assign accommodations. (R, I, S)
2. Can demonstrate ability to process reservations. (IN, I, S)
3. Can demonstrate proper procedure for collecting rents and recording data pertaining to rent funds and expenditures. (IN, S)
4. Can demonstrate ability to correctly post charges, such as room, food, liquor, or telephone, to ledger, manually or using computer. (IN, S)
5. Can demonstrate ability to appropriately answer patrons complaints and resolve problems. (IN, I, S)
6. Can demonstrate ability to coordinate housekeeping and maintenance in an efficient manner. (R, IN, I, S)
7. Can demonstrate ability to inspect and evaluate guests' rooms, public access areas, and outside grounds for cleanliness, safety, security, and conservation, and for aesthetic appearance. (R, IN, S)
8. Can demonstrate ability to perform relief work in various activities, such as cleaning room accommodations after guest departure, cleaning public access areas, such as entrances, halls, and laundry rooms, setting up tables, or otherwise filling in wherever needed. (R, S, T)
9. Can demonstrate ability to make minor electrical, plumbing, and structural repairs. (R, S, T)
10. Can demonstrate ability to perform landscaping duties and proper maintenance of all outside facilities. (R, IN, S, T)
11. Can demonstrate ability to fire boilers. (R, S, T)
12. Can demonstrate ability to prepare a safety program and implement emergency evacuation procedures due to unforeseen circumstances. (IN, I, S)
13. Can demonstrate ability to prepare preventive maintenance programs. (R, IN, S)
14. Can demonstrate ability to appropriately arrange for outside services, such as fuel delivery, laundry, maintenance and repair, and trash collection. (R, IN, S)
15. Can demonstrate knowledge of, and can answer inquiries pertaining to facility services; and shopping, dining, recreational facilities, scenic attractions, and travel directions. (IN, I, S)
16. Can demonstrate ability to coordinate intramural activities of patrons of facility. (R, S)
17. Can demonstrate ability to recommend and rent equipment, such as rowboats, water skis, and fishing tackle, to facility patrons. (R, I, S)
18. Can demonstrate ability to receive payment for purchase of sundry items, such as light lunches, candy, and tobacco, assuring total payment is correct, making change, or processing credit transaction, as appropriate. (R, IN, S)
19. Can demonstrate ability to maintain accurate record of recreational rentals and/or retail product sales. (R, IN, S)
20. Can demonstrate ability to write accurate and concise daily reports. (IN, S)
21. Can demonstrate basic computer skills. (IN, S, T)
22. Can demonstrate proper procedure for filling out purchase orders and requisitions. (R, IN, S)
23. Can demonstrate ability to correctly tally daily cash receipts. (R, IN, S)

24. **Can demonstrate ability to operate standard office equipment (fax, xerox machine, shredder, electronic calculator, postage meter, 10-key adding machine, etc.). (R, S, T)**
25. **Can demonstrate ability to transmit and receive messages using telephone or telephone switchboard. (R, IN, S, T)**
26. **Can demonstrate ability to properly date-stamp, sort, and rack incoming mail and messages. (IN, S)**
27. **Can demonstrate ability to operate cash register and credit card machine. (R, S, T)**
28. **Can demonstrate ability to operate reservations machine. (R, S, T)**
29. **Can demonstrate ability to operate NCR accounting machine. (R, S, T)**
30. **Can demonstrate ability to prepare and utilize reservation-forecasting chart. (IN, S)**
31. **Can demonstrate ability to develop and prepare a marketing plan. ( IN, S)**
32. **Can demonstrate ability to calculate an average room rate. (IN, S)**
33. **Can demonstrate ability to calculate a percentage of occupancy. ( IN, S)**
34. **Can demonstrate ability to list factors necessary for proper key controls. (IN, S)**
35. **Can demonstrate and apply knowledge of business arithmetic for the purposes of keeping accurate financial records. (R, IN, S)**
36. **Can demonstrate and apply knowledge of government regulations pertaining to business operations. (IN, S)**
37. **Can demonstrate ability to deal with people beyond giving and receiving instructions. (I)**
38. **Can demonstrate ability to work under stress to meet schedule deadlines. (I)**