203 ELBERT STREET – PO BOX 70 – ELBERTON, GA 30635-0070
(706) 213-3100 – cityofelberton.net

Job Announcement

Guest Services Manager at the Samuel Elbert Hotel

Salary Range: $43,218 – $61,746 (Pay Grade 15)
Closing Date: Open Until Filled

Position Summary
As the Guest Services Manager, you will serve as the vital link between hotel operations and the guest experience. Your primary mission is to ensure every stay is seamless, sophisticated, and reflective of our high hospitality standards. This leadership role requires a unique blend of emotional intelligence, operational decisiveness, and the ability to inspire a high-performing team.

Schedule and Availability
Standard Shift: Monday through Friday, 2:00 p.m. to 10:00 p.m.
Flexibility Required: Candidates must be available to work additional hours or provide shift coverages during staff absences to maintain 24/7 service reliability.

Major Duties & Responsibilities
- **Staff Management:** Trains and mentors front office staff. This includes creating schedules and fostering a culture of high-standard hospitality while maintaining a positive work environment. This position requires a sophisticated blend of emotional intelligence, operational decisiveness, and team-building capability.
- **Guest Experience Management**: Coordinate and fulfill special guest requests and/or VIP's personally to ensure requests are handled accurately.
- **Departmental Collaboration:** Maintain a clean, organized environment in compliance with state health standards. Ensure the facility is always audit-ready for health inspections.
- **Conflict Resolution:** Serves as the primary point of contact for resolving guest complaints. Managers must handle issues with "grace and poise" to turn negative experiences into positive outcomes.
- **Leadership and Communication:** Provide clear direction to staff, enforce proper protocol, resolve conflicts, and foster a positive work environment. Lead by example!

Minimum Qualifications
- High school diploma or equivalent
- Must possess and maintain a valid Georgia driver's license.
- Proven supervisory and management experience.

Preferred Qualifications
- Bachelor's degree in Hospitality Management or Business Administration, OR 5+ years of progressive leadership experience in hotel front-office operations.

Exceptional Benefits Package
The City of Elberton offers a premier compensation package:

- **Retirement:** A **defined benefit pension plan** (at no cost to the employee) and a 401-style plan with up to a **6% city match**.
- **Insurance:** Comprehensive Group Medical and Dental; Employer-provided Life and Long-term Disability insurance.
- **Paid Leave:** Generous accrual of vacation, sick leave, and paid holidays.

How to Apply
A resume is required for all applicants. Interested candidates should submit materials via the City of Elberton Job Portal.

Questions: Cindy Churney, HR Director | 706-213-3105 | cchurney@cityofelberton.net

The City of Elberton is an Equal Opportunity Employer and a Drug-Free Workplace.

Job Posting Date: March 10, 2026