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Associate Services
Director of Human Resources I FT Position
Provide counsel to the GM in all areas of Omni policy, culture and leadership. Implement and manage all HR programs. Recommend new programs based on need. Conduct investigations and senior leadership in making employment status decisions. Provide guidance and advice to department heads and leaders at all levels on matters of HR. Oversee HR hotline with a focus on training and development initiatives. Ensure our leadership team upholds Omni culture and complies with the law. Director of Human Resources is responsible for developing and maintaining an active “Succession Plan” for all departments of the hotel. Ensures all HR programs and policies are implemented according to standards. Ensure on-boarding of new associates is implemented according to Omni standards. Ensure employee terminations are implemented according to Omni standards. Monitor activities related to legal compliance. Lead team in up-to-date with evolving legislation and compliance. Maintain all Associate Service Center Standard Operating Procedures. Ensure the Associate Services complies with Internal Audit requirements. Ensure the department meets the standards of the HR Assessment. Implement the Hotel’s associate feedback programs. Implement the Associate Engagement survey and assist the hotel in creating substantial action plans that move the Hotel forward. Ensure all Omni Training Programs are implemented successfully. Ensure the hotel complies with all training required by law (ex: TIPS, Food Handler, Sexual Harassment, etc.). Ensure all training is up-to-date and organized manner. Plan and execute fun and interesting associate events at least quarterly. Implement Omni’s recognition programs. Ensure the Omni Service Champion culture is consistently implemented in all departments. Ensure all programs ensuring accurate market data to drive compensation programs. Implement the performance appraisal and salary increase programs according to Omni standards. Establishes and monitors correspondence and communication function to include job fair in and around the community, colleges, universities, etc. Utilize monthly forecasting tool to ensure all departmental manpower needs are met. Consistently works to develop and Omni culture and philosophy on the property. Reflects and adapts to varying situations based on adherence to Omni culture and Standard Operating Procedures. Develop a consistent and lively associate communication network within the hotel, via bulletin boards (electronic or otherwise), department communication boards, posters and flyers.
Human Resource Manager I FT Position
Must be flexible with schedule to include some weekends and must be proficient using Microsoft Office Products. Must have outstanding verbal and written communication skills, and the ability to coach, counsel, advise, mentor and motivate associates and managers at all levels. The Human Resource Manager is responsible for the successful implementation of the HR Department. In addition, the HR Manager is responsible for the ongoing productivity of the HR Office and acts as the Director should absence occur. Monitor Unemployment Insurance claims. Actively works with associates who claim unemployment, assists in processing and hearing compliance. Maintain 100% win rate on all contested claims. Manage Exit Interview Process. All exiting associates must participate in an Exit Interview process. Responsible for final disposition of all terminated associate files. Duties will also include training for Hotel staff. Provide mentorship and coaching and counseling as deemed necessary.
Banquet Server
Banquet Server I FT Position
Perform all Banquet side work as designated by the Banquet Captain. Efficiently and properly perform all service standards. Attend to all needs of the guests during functions and function related duties. Report to Banquet Manager any need for housekeeping, catering and/or food and beverage. Assist in the upkeep and organization of all liability laws. Must be familiar with and adhere to all liquor liability laws. Must attend all designated pre-meal meetings. Ensure work area is clean and clear of standing water, debris or any objects that can obstruct the job duties from being performed safely, efficiently and effectively.
Banquet House Person I FT Position
To ensure the function room is set according to guest expectation and will be ready for a successful banquet. Organize, set up, maintain and stock all space associated with banquets and conventions. Set up, stock, and maintain meeting rooms. Refresh meeting rooms during meals and coffee breaks. Complete final breakdown of meeting room. Coordinate and/or assist with banquet set-ups. Follow all Banquet Event Order. Assist other departments when needed to ensure optimum service to guests. Previous customer service experience required; hotel & banquet experience is preferred. Ability to clearly and pleasantly communicate both verbally and in writing in English with guests, management, and co-workers. Ability to work cohesively with co-workers both within and outside of your department. Ability to think clearly, quickly and make concise decisions. Must be able to lift and carry objects weighing up to 50 lbs. Must be able to lift and carry objects weighing up to 100lbs without assistance. Must be able to work flexible shifts including nights, weekends, and holidays.
Convention Service
Front Desk Supervisors I FT Positions
To serve as the liaison with Catering/Conation Service Managers and all operational departments with onsite meeting contact. This position is highly visible and the central point for handling and addressing special needs or requests for in house groups.
Compliance
AM/PM Supervisor I FT Pending
Coordination of all banquet hot and cold foods. Banquet Chef must work along with Executive Sous Banquet to ensure quality meets specs and guarantees. Banquet Chef will ensure quality of banquet hot foods, main entrée, starch and vegetables are of highest quality available to him. Attends daily BEO meetings to ensure guarantees and food products are correct. Must communicate all guarantees and food changes to Chef and Garde Manger and Bakeshop. Works one to two days ahead of his operation to insure product delivery is on time and to insure on his days off anyone covering has what they need to work. Responsible for overall banquet food operation to ensure as smooth as possible. Ensures all orders are placed and received. In direct communication constantly to insure counts are proper. Assists in the lowering of food cost and waste. Responsible for the receipt of supplies, and English Station order is done in timely manner and banquet equipment needed to perform a banquet. This should be done on Wednesday and for one week to insure necessary equipment is in house. Banquet Chef is also responsible for cost control, payroll and menu planning along with Executive Chef. Coordination with Executive Sous Chef, Night Chef, Pastry Chef/Garde Manger. Periodic training classes with immediate associates. Menu development. Ensure work area is clean and clear of standing water, debris or any objects that can obstruct the job duties from being performed safely, efficiently and effectively.
Banquet Sous Chef I FT Position
Coordination of all banquet hot and cold foods. Banquet Chef must work along with Executive Chef by ensuring all food specifications and guarantees. Banquet Chef will ensure quality of banquet hot foods, main entrée, starch and vegetables are of highest quality available to him. Attends daily BEO meetings to ensure guarantees and food products are correct. Must communicate all guarantees and food changes to Chef and Garde Manger and Bakeshop. Works one to two days ahead of his operation to insure product delivery is on time and to insure on his days off anyone covering has what they need to work. Responsible for overall banquet food operation to ensure as smooth as possible. Ensures all orders are placed and received. In direct communication constantly to insure counts are proper. Assists in the lowering of food cost and waste. Responsible for the receipt of supplies, and English Station order is done in timely manner and banquet equipment needed to perform a banquet. This should be done on Wednesday and for one week to insure necessary equipment is in house. Banquet Chef is also responsible for cost control, payroll and menu planning along with Executive Chef. Coordination with Executive Sous Chef, Night Chef, Pastry Chef/Garde Manger. Monthly training classes with immediate associates. Menu development. Ensure work area is clean and clear of standing water, debris or any objects that can obstruct the job duties from being performed safely, efficiently and effectively.
Front Office
Concierge
Answer console. Direct phone calls to appropriate Personnel. Assist all guests and associates. Omni Prompt Response Help Line. Wake-up calls. Ensure work area is clean and clear of standing water, debris or any objects that can obstruct the job duties from being performed safely, efficiently and effectively.
Front Office Supervisor I FT Position
The role of the Front Office Supervisor is to ensure the appropriate checking in and checking out of guests in a courteous and professional manner. Coordinate and oversee all bell staff shifts. Maintain legal compliance at all times. Maintain an active “Succession Plan” for all departments of the Front Office. Be familiar with all technical equipment related to the Front Desk. Be familiar with all hotel facilities and offerings. To understand the influence and responsibility of all departments on the Front Desk. Responsible for the training of new associates. Must be familiar with shift checklist and be able to run the desk in the absence of the Assistant Manager. Understand and be able to perform rooms control duties. Broad knowledge of Epitome, Synergy and Vingcard systems. Familiar with all reservation special.
Loyalty Ambassador I FT Pending
Develop proactive personal relationships with Select Guests. Act as an advocate and point of contact for all Select Guests. Greet Select Guests upon arrival. Assist in resolving Select Guest complaints. Answer phone calls. Remember the Power of One. You are empowered to anticipate guest desires and proactively deliver and resolve complaints with appropriate measures that match the magnitude of the complaint. Identify all arriving Select Guests; ensure they receive all of their personalized preferences. Ensure they receive all airline miles if their stay qualifies. Ensure that accurate up-to-date information is maintained in all associated hotel and travel systems. Prepare daily reports for and brief all relevant departments, then ensure that all Select Guest expectations are met and exceeded by one. Train, educate and motivate all hotel associates regarding the Select Guest program and airline miles; be an advocate for the program. Communicate with other Select Guest coordinators when assisting a Select Guest with other Omni Slug: Omni Hotel at CNN Center 100 CNN Center | Atlanta, GA 30303 | 404-818-4389 www.omnihotels.com/careers | Note: If a position is listed and you cannot find it on the website it is in Pending Status Pending: Sufficient number of applicants
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properties to ensure consistent service. Lead training for new associates on all Select Guest requirements as appropriate for each job function. Follows up on and evaluates work of all room attendants. Ensure housekeeping and airline miles. Perform Moments of Service success checklist reviews in all relevant departments regarding Select Guest standards. (Spot-check to make sure Select Guest benefits are being communicated and understood. Follow up on and evaluate meeting committees with Select Guest standards.) Appropriate. Report Select Guest successes and failures and recognize outstanding performances and communications. Design and implement property-specific incentive programs to focus on and improve Select Guest performance in specific areas. Create internal written communications to inform and motivate associates regarding current Select Guest issues. Acquire sales team on relevant sales calls and site inspections to promote Select Guest program. Maintain inventories of all Select Guest collateral and amenity materials. Act as liaison with the corporate office and other properties regarding Select Guest services. Participate in monthly Select Guest calls with counterparts at other hotels for training, to share best practices and review new initiatives and programs Promote Select Guest program to guests who are not currently members Inspire all departments’ associates to contribute profile information and update member profiles. Remember the mirror image. Show enthusiasm and respect not only toward guests, but also toward your co-workers. Enjoys working with others. Coaching and training are part of the job. Housekeeping Operations: to administer the Loyalty Ambassador committee.

Housekeeping

Assistant Director of Housekeeping I FT Pendency
To assist in managing and directing all Housekeeping and Laundry functions. To participate in quality assurance for Housekeeping and Laundry areas by monitoring quality assurance, and consistently setting a good example. Provides courteous, personalized, attentive, sincere, consistent Guest Service by responding promptly and efficiently to inquiries, request & Complaints using Guest Service Skills. Exhibits hospitality while striving to exceed Guest expectations. Resolves difficult or unusual problems arising with Guests, while maintaining good Guest relationships, demonstrating outstanding hospitality through the corrective action taken. Maintains open and clear communication with all departments and guests to ensure consistent service. Adapts ways of improving the efficiency and effectiveness of our service to guests by actively participating in the Omni Service Team program. Assist Executive Housekeeper with all of the following duties to maintain a clean, well-maintained, well-kept, and orderly environment.Coordinate all functions in dining room. Supervise related associate assignments. Stay on the floor during peak hours, supervising the performance of associates. Monitor each guest experience. Examine food and beverage preparation and provide corrective training where necessary. Supervise bar controls, shot glass use, red lining, bottles totally empty, liquor par list. Supervise control efforts to ensure the operations financial success. Participate in scheduling within budgetary guidelines. Forecast weekly, biweekly, monthly, and annual beverage needs. Conduct weekly, biweekly, and monthly food cost analysis on labor and liquor cost. Monitor labor and payroll costs. Oversee the order of daily supplies. Prepare maintenance requests, follow up. Hold pre-shift meetings with associates. Participate in interviewing new associates. Must be familiar with and adhere to liquor laws. Handle guest comments and complaints.

Cocktail Server I 2 FT 1 PT Position
To provide efficient friendly customer service at all times and to maintain high standards of hospitality. Handle all complaints to the guests’ satisfaction, to maintain a consistent and smooth running operation. Service staff on duty as scheduled. Kitchen, stewarding and cashier staff on duty as scheduled. Stand on front of house for new hire. All must be familiar with and adhering to liquor liability laws. Must assist/conduct all designated staff pre-shift functions. Insure station rotation in seating. Assist in seating or service as guests service necessary. Coordinate all functions in dining room during service. Monitor productivity of service, kitchen and stewarding staff. To monitor and critique the quality and consistency of the food product. Special boards and/or descriptions posted accurately.

Procurement

Shipping & Receiving Clerk I 1 FT Position
Check shipment by comparing it with Daily Order Sheet and invoice to ensure proper credit for amount of discrepancy and notify Warehouse of any discrepancies found. Place invoice and sign next to “Received By”. If shipment is received with damage, notify warehouse of invoice and sign copy of invoice. Place the hotel stamp on front side of invoice. Handle all complaints to the guests’ satisfaction. To ensure that all shipments are properly accounted for. Check all items to be processed. Coordinate random spot-checks of all perishable items for proper storing and packaging to guard against quality loss due to over-expiration, improper rotation, etc. Assist and directs inventory documents along with the Storekeeper as necessary. Assist Storeroom Clerks in filling requisitions and sanitation maintenance daily. Assist in conducting End-Of-Month Physical Inventory. Ensure work area is clean and clear of standing water, debris or any objects that can obstruct the job duties from being performed safely, efficiently and effectively.

Room Service

IRD Captain/Supervisor I 1 FT Position
Recognizes the need for adhering to all the objectives of the room service function. Effectively supervises the Banquet staff during all food and beverage service. Coordinator every aspect of the Banquet staff during all food and beverage service. Assist the Banquet Manager in the coordination of the Banquet Department. Responsible for adhering to hotel policies and procedures. Responsible for adhering to all liquor liability laws. Must assist/conduct all designated staff pre-shift functions. Ensure work area is clean and clear of standing water, debris or any objects that can obstruct the job duties from being performed safely, efficiently and effectively. Must be willing to adapt to different climate changes in the restaurant, lounge and kitchen areas, with exposure to extreme temperatures. The position will be working with Food and Beverage hazardous cleaning chemicals.

PM Cashier I 1 FT Pendency
Responsible to answer the phone within three rings. Take orders for beverages, happy hour, and orders. Prepare delivery slip or memo invoice, follow same procedure and fill out a “goods received without invoice” form (after completion). Submit daily a progress report to Purchasing for outstanding deliveries. Handle all complaint messages and ensure proper storing and packaging to guard against quality loss due to over-expiration, improper rotation, etc. Labels all incoming bread and bakery deliveries as to outlet or banquet function. Conduct random spot-checks of all perishable items for proper storing and packaging to guard against quality loss due to over-expiration, improper rotation, etc. Assist and directs inventory documents along with the Storekeeper as necessary. Assist Storeroom Clerks in filling requisitions and sanitation maintenance daily. Assist in conducting End-Of-Month Physical Inventory. Ensure work area is clean and clear of standing water, debris or any objects that can obstruct the job duties from being performed safely, efficiently and effectively.
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Amenity. Perform proper delivery procedures. Attend all designated staff meetings and training sessions. Performs other duties assigned by management. Ensure work area is clean and clear of standing water, debris or any objects that can obstruct the job duties from being performed safely, efficiently and effectively.

**Overnight Server I 1 FT Pending**
Must have complete knowledge of service time, menu, and specials. Prepare, deliver and service orders. Always inquire if additional service is needed. Responsible for each check. Responsible for pick-up tables and trays. Responsible for set-up, delivery and presentation of VIP amenity. Responsible for hospitality set-up. Must consult with supervisor on any food pick-up difficulty. Complete all side duties as assigned. Must minimize breakage. Attend all designated staff meetings and training sessions. Ensure work area is clean and clear of standing water, debris or any objects that can obstruct the job duties from being performed safely, efficiently and effectively.

**Revenue**

**Group Rooms Coordinator 2 FT Positions**
Ensure that all Group bookings are handled and processed efficiently and correctly, through consistent interactions with the Sales & Convention Services Departments. To assist the Reservations Manager and Director of Revenue Management in managing the department’s day to day activities, when asked. Review group blocks for cut off date extensions, and ensuring the group blocks are created and monitored correctly prior, during, and post the groups dates. Attend weekly group pick-up meetings. Run group arrivals lists daily for future arrival dates, and no-show reports daily. Check for duplicate reservations – by calling all multiple same name reservations to ensure accuracy of guest names, and any special requests. Check for group reservation errors – and contact caller of the reservation or group contact accordingly to obtain and verify information. Report to the Reservations Manager and the Director of Revenue Management. Work with the Convention Service Manager and Group Clients with group rooming lists, reservation changes, and group billing – according to contract and email history. Complete Group Commission Report, after group’s departure.

**Stewarding**

**Steward (PM) I 4 FT Pending**
Cleans pots, pans and all other cookware utensils. All cookware and utensils will be completely cleaned and sanitized. Keep wash area clean and neat. Wash area will be clean and free of food residue or any other debris. Storage of items. All cookware (pots, pans, etc.) will be stored in the appropriate area. Keep kitchen floor clean. Kitchen floor will be clean and dry. Knowledge of dishwasher presentation; i.e., how to set up, how to clean, chemicals and temperature setting of dishwasher. Knowledge of floor maintenance, equipment used and good knowledge of chemical safety & usage. Ability to transport necessary equipment. Waste removal and safe lifting practices associated with waste removal. Knowledge of dumpster procedures & safety.