Associate Services

Director of Human Resources I FT Position

Provide counsel to the GM in all areas of Omni policy, culture and leadership, and implement the HR Program. 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 of the organization. Our hotel's culture and 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. Employees are evaluated annually and the results are communicated according to standards. Ensure on-boarding of new associates is implemented according to Omni standards. Ensure employee terminations are implemented according to Omni standards. Maintain legal compliance at all times. Ensure that team is 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.) which are completed in a neat and organized manner. Plan and execute exciting, fun and interesting associate events at least quarterly. Implement Omni’s recognition programs. Ensure the Omni Service Champion culture is consistently and visibly implemented and associate engagement programs ensuring accurate market data to drive compensation programs. Implement the performance appraisal and salary increase programs according to Omni standards. Establish Associate Services as a thought leader, building an upright employment 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 define Omni’s unique 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 communications network within the hotel. Act as liaison between the hotel, regional and corporate. 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 work to reduce claims by educating and training on labor law 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.

Human Resources Manager I FT Position

Provides flexible and 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 Resources Manager is responsible for the completion of all work for the 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 work to reduce claims by educating and training on labor law 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.

Human Resources Coordinator I FT Position

Provides comfortable and hospitable reception to all associates upon entrance to the ASC Office. Makes appointments and keeps appointment registration for the Director of Human Resources. Monitors and answers phones and phone inquiries. Monitor & maintain Associate Programs to include: birthday cards & listing, flow & gift certificate distribution, Caterer Holiday Decoration Program, Monthly Birthday Cake BEO preparation, Holiday Card distribution. Participates in planning & execution of associates event changes, planned or unexpected. Monitor & maintain Associate Programs to include: birthday cards & listing, flow & gift certificate distribution, Caterer Holiday Decoration Program, Monthly Birthday Cake BEO preparation, Holiday Card distribution. Participates in planning & execution of associates event changes, planned or unexpected.

Accounts Receivable Coordinator I FT Position

To provide the appropriate billings and back up data of the Hotel’s functions booked by the Banquet and Sales Departments. Handling of account(s) through settlement and guest satisfaction. Daily accounts receivable tasks in addition to forward group advance deposits received by accounting to reservations for posting. Handle all customer inquiries in a timely, efficient and polite manner. Handle correspondence and communication to customers as needed. Ensure all accounts are up to date and in order. Ensure that all major accounts have received a follow-up call 10-20 days after the bills have been mailed. Maintain files for completed customer service work. Attend all pre-con meetings for sales and marketing. Maintain open communication with all departments.

Banquets

Banquet Set-Up Manager I FT Position

Represents management at functions. Determines set-ups in conjunction with Director of Catering, Coordinates functions with service staff, Chef and Head Steward. Sees that guest satisfaction is achieved through effective supervision and delegation of functions. Checks on food quality and courteous performance of entire banquet staff. Food costs conscious, coordinates with the Stewarding Department on fast recovery of food leftover and minimizes waste. Briefs waiters on functions and procedure of service. Establishes high standards of quality service and maintains them through effective supervision. Maintains the environment to where the equipment is in house. Banquet Chef is also responsible for cost control, payroll and menu planning within three days and special needs.

Banquet Set-up Supervisor I FT Position

To assist with overall supervision of banquet houseman. Set up, stock, and maintain meeting rooms. Refresh meeting rooms during meals and coffee breaks. Complete final breakdown of meeting room. Clean and return equipment to proper location. Must be able to follow instructions on the Banquet Event Order. Assist other departments when needed to ensure optimum service to guests. The ideal candidate will have experience in a hotel, organization and setting up meeting rooms for special functions. Ability to lift, push and pull up to 50lbs and have a great team work attitude. Must be able to work flexible shifts, including evenings/weekends, and holidays. Has previous experience in a fast-paced environment. Must have set-up/banquet experience preferred; must have organizational skills; able to work well with others.

OC Banquet Server I 5 OC/Pending

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 and/or assistance. Establish and maintain a positive attitude, working as part of a team in order to provide a high-quality organization of all liquor 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 other objects that can obstruct the job duties. Assist in setting up banquet and tables. 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 and/or assistance. Establish and maintain a positive attitude, working as part of a team in order to provide a high-quality organization of all liquor 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 other objects that can obstruct the job duties. Assist in setting up banquet and tables.
direct communication constantly to insure counts are proper. Assists in the lowering of food cost and waste. Responsible for the receiving, storing, and temperature control of all food products. Contributes to Executive Steward on all banquets 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 in the area, attending meetings along with Executive Chef.

**Sous Chef I 1 FT Position**

Familiar with local food codes and directs proper sanitation of all kitchen facilities and equipment. Ensures that all kitchen equipment is in good working order and is properly used and sanitized. Ensures that all all maintenance and repair of walk-in coolers (rotation of food products and cleanliness). Monitors safety of staff. Maintains good working relationship with all outlet managers. Conducts daily meetings with servers and kitchen staff to discuss menu changes. Assists in the preparation of Banquets. Directly reports to Executive Chef.

**Banquet Supervisor AM 1 FT Position**

Identifies and resolves all food supplies for our guests. Ensure the public areas (lobby) is maintained, clean and tidy by partnering with Housekeeping Department. Accept other special duties as required by management. Interact with other departments to ensure that guests needs are satisfied. Follow-up with guests once hotel departments to see that problems are resolved. Speak with guests in a friendly, warm manner making them feel welcome to the hotel. To proactively work to seek out opportunities to improve guest experience and satisfaction. Handling of special requests i.e. flowers, telegrams, telephones, rental cars, forwarding luggage, private planes, etc. Arranging interpreters, public stenographers, sight-seeing tours advising of quality shopping areas. All other duties as requested 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 Bellman I 1 FT Position**

Complete training of Bellmen and Doormen as directed by the Director of Guest Services. Oversees and keeps on order the storage of all guest luggage. Ensures the cleanliness of the Bellstand, stock of supplies and upkeep of the Motor Lobby. Oversees Maintenance of all the Bell Carts. Maintains an orderly shift log of all Bellstand activities including check-in, check-out, deliveries, luggage storage, mail and message deliveries. Oversees the storage area of the Bellstand. All Bellstand operations are performed on a first come first serve basis to ensure that guests receive personal service to our guests. Responsible for handling all convention-related duties to guest rooms. Greet our guests in friendly, warm manner. Maintaining an orderly log of fronts. Maintaining an orderly log of luggage. Follow-up with guests once hotel departments to see that problems are resolved. Speak with guests in a friendly, warm manner making them feel welcome to the hotel. To proactively work to seek out opportunities to improve guest experience and satisfaction. Handling of special requests i.e. flowers, telegrams, telephones, rental cars, forwarding luggage, private planes, etc. Arranging interpreters, public stenographers, sight-seeing tours advising of quality shopping areas. All other duties as requested 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.

**Housekeeping**

**Housekeeping Supervisor PM 1 1 FT Position**

Inspects the cleaning and servicing of guestrooms. Monitors guest’s assigned rooms to ensure DND signs are noted and standard issue. Assigns special assignments as directed by the Executive Housekeeper. Assists in the cleaning of guest rooms when necessary. Assists in processing AM and PM room status reports. Reports any repairs or discrepancies of guest rooms. Ensures that all guestrooms have appropriate supplies and linens. Insures that the G.A.R’s linen cart is neat and well organized. Insures that linens cleaned on guest room floors are completely stocked. All other duties as requested 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.

**Houseman I 2 FT Positions**

Ensures that assigned room linen closets are stocked at par. Empties GRAs linens on an hourly basis or as needed. Empties GRAs garbage on an hourly basis or as needed. zu. Keeps room floors clean. Keeps areas by the vending machines clean. Keeps corridors clean. To be thoroughly knowledgeable of all Front Office, Guest Services and Ideal Services Moments of Service scenarios, and execute to standard. Be familiar with all systems and equipments as related to the Front Office (Opera, Peoplesoft, Third party, SAL, LUT, Radio Dispatch, ISD, Firepanel). Be familiar with all hotel rate plans and rate codes, understanding rate strategy when making rate adjustments.

**Laundry**

**Laundry Attendant I 3 FT Positions**

Manages and provides professional laundry services for assigned guest rooms of night. To provide full servicing of guest rooms upon request. Removes room service trays and tables from guest rooms. Stock supply cart and ensure that it is neat and well organized at all times. Check all equipment prior to and after use to ensure that it is in good working order. Respond to all hotel guests efficiently and in a friendly manner. Strong attention to detail. Strong customer services skills. Ability and willingness to stand for 8 hours at a time. Ability and willingness bend, stretch, reach, and push up to 20lbs.

**Lobby Attendant AM 1 FT Position**

Ensures that assigned linen room closets are stocked at par. Empties GRAs linens on an hourly basis or as needed. Empties GRAs garbage on an hourly basis or as needed. zu. Keeps the chute rooms clean. Keeps corridors clean. To be thoroughly knowledgeable of all Front Office, Guest Services and Ideal Services Moments of Service scenarios, and execute to standard. Be familiar with all systems and equipments as related to the Front Office (Opera, Peoplesoft, Third party, SAL, LUT, Radio Dispatch, ISD, Firepanel). Be familiar with all hotel rate plans and rate codes, understanding rate strategy when making rate adjustments.

**Houseman I 2 FT Positions**

Ensures that assigned linen room closets are stocked at par. Empties GRAs linens on an hourly basis or as needed. Empties GRAs garbage on an hourly basis or as needed. zu. Keeps the chute rooms clean. Keeps corridors clean. To be thoroughly knowledgeable of all Front Office, Guest Services and Ideal Services Moments of Service scenarios, and execute to standard. Be familiar with all systems and equipments as related to the Front Office (Opera, Peoplesoft, Third party, SAL, LUT, Radio Dispatch, ISD, Firepanel). Be familiar with all hotel rate plans and rate codes, understanding rate strategy when making rate adjustments.

**Lobby Attendant AM I 1 FT Position**

Ensures that assigned linen room closets are stocked at par. Empties GRAs linens on an hourly basis or as needed. Empties GRAs garbage on an hourly basis or as needed. zu. Keeps the chute rooms clean. Keeps corridors clean. To be thoroughly knowledgeable of all Front Office, Guest Services and Ideal Services Moments of Service scenarios, and execute to standard. Be familiar with all systems and equipments as related to the Front Office (Opera, Peoplesoft, Third party, SAL, LUT, Radio Dispatch, ISD, Firepanel). Be familiar with all hotel rate plans and rate codes, understanding rate strategy when making rate adjustments.

**Turndown I 1 FT Position**

Responds to all guest requests appropriately. Always greet our guests warmly with a smile, they call by name whenever possible. Dedicated to the hotel guests and to the cleanliness and orderly state of the rooms. Responsible for the room cleaning of the designated rooms. To be thoroughly knowledgeable of all Front Office, Guest Services and Ideal Services Moments of Service scenarios, and execute to standard. Be familiar with all systems and equipments as related to the Front Office (Opera, Peoplesoft, Third party, SAL, LUT, Radio Dispatch, ISD, Firepanel). Be familiar with all hotel rate plans and rate codes, understanding rate strategy when making rate adjustments.
This position ensures that all Housekeeping and Food & Beverage Linens are processed in a timely manner meeting the expectations of Omni Hotels & Resorts while maintaining cleanliness and quality of their discarded product as possible. Sorting of dirty linen from laundry chute to be processed. Pickup of dirty linen from Food & Beverage Outlets/Banquets. Operating all washers, dryers, ironers and towel folders. Starting new loads/packaging as needed, completing, delivering to the guest room floors or Food & Beverage areas. Operating smaller washers/dryers to process specialty items or spot cleaning. Responsible for controlling all aspects of the Food & Beverage department's day to day activities, when asked. Follow all corporate beverage mandates and policies and procedures; report accidents, injuries, and near misses daily for future arrival dates, and no liquor liability. This position must be able to provide prompt, efficient and friendly service performing all job duties from being performed safely, efficiently and effectively.

Prime

Restaurant Manager I 1 FT Position

To consistently ensure that minimum guest information in the restaurant. Pre-meal meeting conducted with service staff on a daily basis. Supervision of floor during operation. Ensure that service personnel follow service scenario. Monitor timing of guest experience. Handle all complaints to the guests' satisfaction. To maintain a consistently smooth running operation. Service staff on duty as scheduled. Kitchen, stewarding and cashier staff on duty as scheduled. Side-stands fully stocked with equipment. All side-work complete. Coffee, and roll warming equipment functioning. Insure station rotation in seating. Assist in seating or serving of guests as 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.

Shipping & Receiving Clerk I 1 FT Position

Check shipment by comparing it with Daily Order Sheet and invoice to insure that we are receiving what is what ordered. Suppose a discrepancy, items for proper storing and packaging to guard against quality loss. Due to over-exposure to storage temperatures, improper rotation, etc. Assist and directs inventory documentaries along with the Storeroom Manager 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

In Room Dining Manager I 1 FT Position

Maintain consistently good food service for guests. Monitor all tray and table set ups, being sure all products are well presented to the guests. Linen, china and silver must be spotless. Food must be properly garnished and fresh looking. Warm food must be kept warm, cold beverages must be served adequately chilled. All deliveries must be made by time quoted to guest and must be delivered by properly uniformed, well groomed Room Service waiters and waitresses. Tray and tray receipts must be made either within a reasonable amount of time after delivery or upon guest request. Check to be sure that all waiters and waitresses are dressing and appearance according to uniform standards. Must be able to provide prompt, efficient and friendly service performing all job duties from being performed safely, efficiently and effectively.

Revenue

Group Rooms Coordinator I 1 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 dates 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 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 1 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., hot to set up, how to clean and temperature setting of dishwasher. Knowledge of floor maintenance, equipment used and good knowledge of chemical safety & usage. Ability to transport necessary equipment. Waste and safety and safe cleanup in processing with waste removal. Knowledge of dishwasher procedures & safety.

Procurement

PM Cashier I 1 FT Position

Responsible to answer the phone within three rings. Take orders for guests. Must follow prepared scenario to encourage up-selling. Give the approximate time of delivery for the order. Prepare payment of checks. Knowledge of food menu and wine list. Know and adhere to all liability laws. Printing of reports at the end of the shift and balance. Responsible for all assigned staff report 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. Must be willing to adapt to different climate changes in the restaurant, lounge and kitchen areas, with exposure to extreme temperatures. This position will be 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.

AM Server I 1 Position

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. Responsibility 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. IRD Captain/Supervisor I 1 FT Position

Responsible for controlling all aspects in the execution of banquet function. Effectively supervise the Banquet staff during all food and beverage service. Coordinating every aspect of the Banquet staff during all food and beverage service. Assist the Banquet Manager in the complete operation 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-function 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. Must be willing to adapt to different climate changes in the restaurant, lounge and kitchen areas, with exposure to extreme temperatures. This position will be 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.

AM/ PM Bussers/Overnight I 2 FT Positions

Keep floors clean at all times. Keep a neat and well stocked working area. Deliver Select Guest coffee in a timely manner. Deliver a VIP amenity. Perform proper delivery procedures. Attend all designated staff meetings and training sessions. Performs other duties assigned by management.

OPEN POSITIONS LIST

May 7, 2016

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