

## **Duty Manager Job Spec:**

### Responsibilities

- Keep track of monthly, quarterly and yearly goals;
- Work with management to assess and improve processes and policies;
- Monitor and report on revenue and cash flow;
- Uphold and enforce company policies;
- Train new hires;
- Deal with employee complaints or performance issues as needed;
- Schedule shifts;
- Help management create the department's budget;
- Address customer issues and complaints;
- Schedule regular maintenance and cleaning of facilities;
- Meet regularly with upper management to stay informed on company issues;
- Oversee security of the facility.

### Requirements

- Work experience as a Duty Manager or similar management role;
- Previous experience in the industry essential;
- Customer service experience;
- Knowledge of cash management and bookkeeping procedures;
- Team management skills;
- Strong organizational skills;
- Experience with facilities maintenance and/or security;
- Strong problem-solving skills;
- Availability to work in shifts including weekends;
- Relevant qualification on management or hospitality.