Downloaded from <https://www.velvetjobs.com/job-descriptions/duty-manager>

# Example of Duty Manager Job Description

Our company is growing rapidly and is hiring for a duty manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for duty manager

* Maximize occupancy, revenue & average rate while maintaining high service standards
* Liaise closely with the Executive Housekeeper to ensure special guest needs, amenities and other room-related requests are met
* Be aware of credit policies and procedures and liaise closely with the Finance Department to ensure that credit procedures are properly carried out
* Maintain appropriate staff standards of conduct, dress, hygiene, uniforms, appearance
* Work with the HR Manager to ensure productive departmental performance
* Work with Finance in the preparation and management of the department’s budget
* Adhere to OH&S policies and procedures and ensure all direct reports do the same
* Ensure the teams are job trained and have the tools and equipment to complete job duties
* Review the daily report and following two days of arrival, departure and forecast to ensure accuracy of information, history, room availability, room assignment, services and amenities accorded
* Handle guest complaints and comments relating to the department tactfully

## Qualifications for duty manager

* Minimum 2 years work experience as Assistant Manager - Concierge or Guest Service Manager
* Duty management
* Departmental financial procedures
* Departmental HR policy and procedure compliance
* Income generation through training and course provision
* Suitably qualified in hospitality management