



The Piseco Company

Innkeeper Position

The Irondequoit Inn

The Piseco Company seeks a dynamic, qualified innkeeper to run the historic [Irondequoit Inn](#) property overlooking Piseco Lake in upstate New York's Adirondack Mountains. Founded in 1892, the Inn property consists of a nine-room inn with dining facilities, five 2-bedroom cabins, eleven campsites, a beach, and outbuildings all on 600 acres with 1.5 miles of lake shore in the middle of the Adirondack Park.

While the Inn currently enjoys a busy summer season, the motivated Innkeeper would have significant opportunity to build the year-round business of the beautiful, newly-renovated Inn, expand the fall and winter occupancy of the recently refurbished cabins, and earn increased salary and a bonus. Generations of family and friends of the original founders return year after year, providing a loyal client base on which to build.

The position comes with a recently added three-bedroom, 2.5 bath Innkeeper's house on the property. The 5-year, renewable contract begins June 1, 2021 or sooner, if possible. The officers of the Piseco Company, the owner of the property, will start interviewing candidates in October 2020. During Covid, the property is open with NY State required procedures in place and is serving breakfast to guests staying in the Inn.



Overall Responsibilities

- ❑ With the officers of the Piseco Company, develop and execute a vision and operating budget for providing top quality accommodations and meals for guests in the Inn's nine guest rooms and for expanding the Fall and Winter business in the cabins;
- ❑ Facilitate a comfortable, relaxing, family-oriented environment for guests;

- ❑ Hire a responsible, motivated Assistant Innkeeper, whose talents and interests complement the Innkeeper's, to help manage the busy summer season and manage the property when the innkeeper is not available (this could be a spouse/partner);
- ❑ Effectively hire and manage responsible, service-oriented seasonal staff and others, as needed;
- ❑ Effectively manage the income and expenses of the operating budget in order to deliver an operating profit on an annual basis;
- ❑ Lead by example and represent the Company in the Piseco community; foster good relationships with local residents, businesses, and government; promote and support community events;
- ❑ Preserve and protect the Adirondack atmosphere of the Irondequoit Inn; appreciate and build on the family traditions and love of the woods, mountains, lakes and streams that have brought shareholders and guests to the Inn since 1892; protect, manage, and maintain the historic property in excellent condition for today and for generations to come.

Specific job responsibilities include:

- ✓ Managing all aspects of the guest experience including reservations, check-in, stay, meals, boat rentals and payments including managing the online reservation system (ResNexus);
- ✓ Overseeing all staff recruiting, hiring and management including housekeeping, kitchen, waiters/waitresses and groundskeeping staff;
- ✓ Managing breakfast and dinner services for inn guests and outside customers including recruiting and hiring a chef, if needed, for dinners and managing the dining ticket system (ShopKeep); Note: Standard non-Covid dining plan includes a daily breakfast buffet as well as Thursday thru Sunday dinner service with beer and wine sales with dinner.
- ✓ Managing the front desk; bill-paying and tracking all income and expenses associated with property operations;
- ✓ Identifying and recommending to the Company's Board of Directors long- and short-term capital improvements;
- ✓ Identifying and hiring contractors as well as managing and overseeing project completion and quality for capital improvements.

In addition to managing the majority of guest visits and income during the summer season (July 1st through Labor Day), off-season responsibilities include:

- ✓ Online marketing, promotions and social media to increase the upcoming season's pre-booked reservations and drive more shoulder-season (Labor Day to Oct 15th) reservations;
- ✓ Increasing the number of summer and fall weddings as well as developing fall and winter meeting and event opportunities;
- ✓ Defining and building out additional winter season opportunities, which currently consist of renting cabins during the mid-January to mid-March period;
- ✓ Overseeing annual repairs, maintenance and other upkeep of the facilities best completed when guests are not on property.

Qualifications:

- ❑ Significant previous experience in hospitality management, preferably in a setting similar to the Irondequoit Inn; a college degree is preferred but not required;
- ❑ Excellent customer relations and written and oral communication skills; ability to use online communication outlets, including social media, effectively;
- ❑ Ability to recruit, manage and work well with staff and maintain a friendly, responsive presence for guests under the pressures of the busy summer season;

- ❑ Financial management experience, including ability to develop and manage an operating budget and spreadsheet;
- ❑ Well-developed innkeeping related skills including: online and promotional marketing experience and expertise; website content management; dining services management (overseeing a kitchen, chef and waitstaff, menu planning, procurement, cooking); ability to perform routine maintenance and timely minor repairs to the facilities and equipment;
- ❑ Appreciation of the outdoors and an understanding of a clientele similarly drawn to the hiking, fishing, boating, swimming, skiing, and snowshoeing experiences the Inn offers its guests;
- ❑ Experience collaborating productively with a range of stakeholders;

Employment Terms:

The Innkeeper is paid based on an hourly rate with overtime as required by New York State guidelines.

Seasonal Hours: Typical high season work hours are 7:30am-9:00pm with a few hours off in the middle of the day. Currently, planned work hours are 10 hours per day, 6 days per week in season (with overtime over 40 hours) and 5 hours per day, 5 days per week during the off-season.

Compensation: The hourly rate will be in line with the Innkeeper's experience level. The Innkeeper will also be eligible for overtime pay during the summer season and an annual bonus.

Housing & Meals: In addition, the Innkeeper is provided the "Innkeeper's Home," a two-story 3-bedroom, 2 ½ bath house and garage with electricity, gas and basic cable included. When dining service at the Inn is operating, the Innkeeper is provided breakfast and dinner meals.

Insurance: A \$3,000 stipend toward health insurance, paid quarterly. The innkeeper is responsible for obtaining health insurance.

Vacation: Five (5) weeks, majority to be taken during the March through mid-May period.

Mileage: Reimbursement for business use of personal vehicles.

Applications:

The position will remain open until filled.

To apply, please submit a resume and cover letter to the Piseco Company Secretary, Beth Loizeaux, at secretary@irondequoitinn.com. For best consideration, applications should be received by November 1, 2020.

The Piseco Company is an equal-opportunity employer.