

General Manager (GM)

Job Description:

The General Manager position is one of the most impactful roles at Sure Home Stays. As a leader, you will be responsible for ensuring the success of the market, which includes delivering a five star guest experience, driving growth, maximizing revenue and controlling costs to achieve strong unit economics and paybacks, and creating a memorable local guest experience that drives repeat guests. The GM will also build and maintain a hospitality-focused culture to deliver the Sure Home Stays vision and experience to thousands of guests. You will manage the P&L and are responsible for consistently delivering on our brand promise across operations, hospitality, and real estate while scaling the business.

If you have an entrepreneurial mindset and natural desire to get stuff done, we definitely want to hear from you.

Responsibilities:

- Build and manage a world-class team of individuals focused on hospitality, operations, and real estate
- Create, deliver, and maintain a service-oriented local team culture rooted in guest centricity, helping us to create amazing experiences for our guests
- Co-create a local growth strategy with the Real Estate team that incorporates supply and demand, regulations, and Sure Home Stays's goals related to profitability and guest experience
- Engage with Public Policy stakeholders in the market to incorporate public policy into the market strategy while aligning it with our mission and brand values
- Oversee the signing, onboarding, opening, and ramp-up of new buildings and hotels in line with the city's growth ambition.
- Manage your city's P&L (similar to a business unit), including forecasting targets, tracking performance, and driving innovative initiatives to maximize profitability
- Define and execute strategic vision: translate our goals into operational plans that will guide the guests experience at a local level
- Build and develop strong relationships with senior cross-functional leaders (e.g. revenue, central operations, real estate, finance, technology) in order to communicate local needs and drive change, leveraging a cross functional matrix to support local operations
- Build and manage relationships with landlords, asset managers, and property owners of both hotel and multi-family buildings to ensure successful operating partnerships.
- Overcome obstacles, solve problems, and develop a path forward through ambiguity, operating a dynamic and rapidly growing business
- Partner with other markets to create and share scalable best practices

What we look for:

- Extensive Experience in hospitality, operations, management, professional services or other related fields
- An analytical and data-driven decision-making mentality

- Experience with or strong excitement for a startup environment
- Proven track record of leading, managing, and developing high-performing teams
- An ultimate team player with strong written and verbal communication skills
- Strength in building positive cross-functional relationships to accomplish goals
- Out-of-the-box thinker who will find creative ways to hit growth targets
- Ability to thrive autonomously in an individual market while leveraging central resources and supporting effectively
- Hospitality experience and experience of scaling an operationally complex business preferred

Company Description:

With many beautiful spaces built for travel and living, Sure Home Stays is transforming the future of hospitality. Each suite is purposefully selected, designed and maintained - customized to reflect the vibe of its neighbourhood. Whether your stay is two days, two months or two years, in a studio or a six-bedroom luxury home, Sure Home Stays ensures a unique, yet consistent experience. And with 24/7 contactless service, professional cleanings, and over 200 other quality standards, we're taking stay further for guests all around the world.

Sure Home Stays started in 2019 and is now eleven (11) cities, coast to coast in Canada, and in four cities in The US.

Hours:

- Minimum 6-hours per day; up to 12-hours (optional)
- 5-days per week; up to 7-days per week (optional)

Compensation & Benefits:

- \$45,000-\$65,000+/year
- Remote work
- Annual credits and discounts to stay in Sure Home Stays suites
- A company with a huge vision, a dynamic work environment, and a team of smart, ambitious and fun to work-with colleagues!
- Advancement opportunities

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.