

EVENING MANAGER ON DUTY

SEATTLE, WA

CONTACT

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What we love about working at Paramount

WE EACH COUNT

Unlike big hotel chains, you are not just a number. Joining us doesn't end at handing you a 200-page manual on company protocol. We believe we're not doing our job if we don't set you up for long-term success and growth. We see the wisdom in cultivating a team that sticks around because they're thriving professionally and personally.

We understand that different people flourish and learn in different ways and we know when our team members win, we all win. You spend a huge amount of your life at work and we respect that. It should be challenging and fun and rewarding and something that brings you joy. Here you have a voice, can try out new ideas and be empowered. Our team routinely blows our mind with their ingenuity and resourcefulness.

HEALTHY & HAPPY

You are unique and part of a family who looks out for you. Here, we look out for your personal and professional growth and health.

And we walk the walk when taking care of our brothers and sisters. Sure, sometimes work is challenging and frustrating... but you're going to be knocking it out of the park alongside a team who is pitching in and walking by your side every step of the way.

Company Overview

[Paramount Hotels](#) is an independent, family-owned boutique hotel group with properties in Seattle, Portland and Maui. With our legacy properties in prime downtown locations, we deliver timeless service and amenities, with a modern twist and artful boutique hotel experience. Paramount's leadership team cut its teeth at some of hospitality's most iconic brands including Waldorf Astoria (NYC), W Hotel, Hilton, Kimpton, Four Seasons, and Marriott...but they ultimately chose to call Paramount home.

On the leadership team, [Matthew Olson](#), our President, is a second generation family business owner focused on new property development. Olson works in step, partnering closely with [Kyle Asher](#), our COO, who oversees hotel operations and company strategy. Paramount Hotels is in smart growth mode and currently developing several new hotel properties in Maui including a new \$100M tower that opened in May 2024. We see our superb team as a key part of our legacy and growth story.

Our team is made of hustle & heart and delivering outrageous service is just the beginning. Every day we raise the bar both professionally and personally, and you'll find your colleagues are your biggest cheerleaders and supporters. If you have a growth, dragon-slaying mindset, you've come to the right place. We love to promote from within which means opportunity is there for the taking.





Key Outcomes in Year One

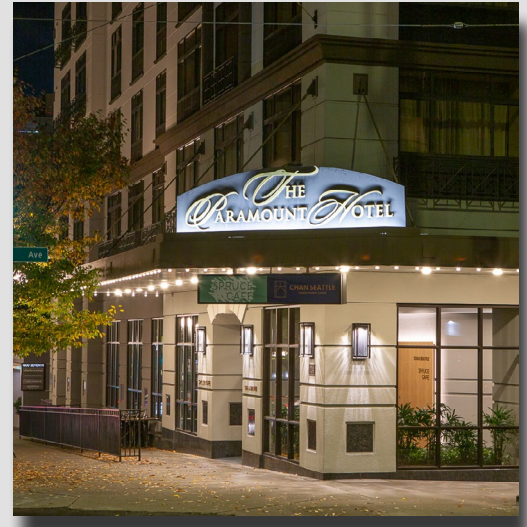
1. Enhance Team Performance and Engagement: Develop and launch a comprehensive training and performance management program, focusing on boosting team engagement, sharpening service delivery skills, and fostering effective interdepartmental communication.

2. Elevate Guest Service Satisfaction: Implement proactive service and problem resolution protocols that improve our guest satisfaction rankings by measurable benchmarks (e.g., a targeted percentage increase or reduction in guest complaints, etc.)

3. Streamline Operational Response and Collaboration: Introduce and refine standardized procedures for cross-department collaboration (across Front Office, Valet, Housekeeping, Engineering, and Restaurant teams) that reduce incident response times and improve overall efficiency of hotel operations.

Role Overview

The Evening Manager on Duty oversees all hotel operations during evening hours, acting as the primary decision-maker and leader in the absence of the General Manager. This position ensures the seamless functioning of all departments, including Front Office, Housekeeping, Engineering, and the on-site restaurant - maintaining high levels of guest satisfaction and operational excellence. The role will report directly to our Front Office Manager as well as collaborate with the General Manager and other hotel executive team leadership to align with the hotel's overall goals and standards.



Key Role Duties & Responsibilities

Operational Leadership

- Manager on Duty: Serve as the primary leader during evening hours, overseeing hotel operations and ensuring timely resolution of guest and operational issues.
- Monitor all front-of-house and back-of-house activities, including Front Office, Valet, Housekeeping, and Engineering, to ensure efficiency and adherence to Paramount Hotel standards.
- Act as the key decision-maker for urgent matters, escalating critical issues to the Front Office Manager and/or appropriate leadership as necessary.

Guest Relations

- Proactively engage with guests to resolve concerns, ensure satisfaction, and create hand-crafted, memorable experiences.
- Handle and follow up on guest feedback, complaints, and incident reports, documenting all actions taken.

Coordination with the Restaurant Team

- Establish and maintain close working relationships with restaurant management and staff.
- Coordinate daily operations, special events, and any guest service issues that may affect both restaurant and hotel.
- Serve as the primary contact between hotel and restaurant teams during the evening, ensuring seamless communication and operational alignment.

Departmental Support

- Provide guidance and hands-on assistance to the Front Office and Valet team, ensuring a welcoming and efficient arrival and departure process. Assist the Housekeeping team with operational priorities, such as last-minute room readiness or quality assurance.
- Collaborate with the Engineering team to address urgent maintenance issues or safety concerns, ensuring prompt resolution.

Team Development and Oversight

- Lead and mentor evening staff, conducting shift briefings to communicate goals and expectations.
- Support professional development opportunities and help build a strong leadership pipeline within the team.

Safety and Security

- Maintain a safe and secure environment by overseeing evening security property walks and responding to emergencies as required.
- Ensure compliance with state and local health, safety, and legal requirements throughout the property.

Administrative and Reporting

- Prepare detailed handover reports for all department heads, outlining key evening activities and issues.
- Monitor evening operational metrics (e.g., guest service scores, operational efficiency) and suggest improvements.



Qualifications

Education and Experience

- Bachelor's degree in hospitality management or related field (preferred) or equivalent professional experience.
- Minimum 3+ years experience in hotel operations, with at least 1-2 years in a supervisory or leadership role.

Skills and Competencies

- Emotional Intelligence & Empathy: The ability to understand, connect with, and respond to guest emotions.
- Communication & Active Listening: Active listening—not just hearing, but truly understanding and responding to guest needs. The ability to convey information concisely and confidently without overwhelming guests.
- Adaptability & Problem-Solving: A flexible, solution-oriented mindset that allows for quick and seamless service adjustments.
- Attention to Detail & Anticipation: Observing subtle guest cues to anticipate preferences and needs without asking. Ensuring that every element of the guest experience is flawless, from room setup to dining presentation. Commitment to exceeding expectations by delivering unexpected, thoughtful touches.
- Teamwork & Cross-Departmental Coordination: Ability to communicate effectively with colleagues to ensure smooth operations.
- Professionalism & Poise: Graceful, confident, and composed demeanor at all times. The ability to remain professional in all interactions, even under stress. Commitment to presenting oneself with polished grooming, attire, and etiquette.

Working Conditions

- Evening shifts, weekend and holiday availability required.
- Hands-on role, able to step in and work a front desk and valet shift as needed.
- Must be comfortable addressing unexpected challenges and ensuring operational continuity.

The Paramount Hotel Seattle has been a desired hotel in the heart of the thriving Seattle Central Business District for more than twenty years. We pride ourselves on being one of the top hotels in downtown Seattle, offering personalized service to our guests and philanthropic services to our community organizations. We strive to create a culture that is based on integrity, respect, quality and focused on producing the best experience for everyone who walks through our doors.

To apply and learn more:

Please email General Manager [Voltaire Marave](mailto:voltairem@paramounthotelseattle.com) at voltairem@paramounthotelseattle.com with your confidential resume and answers to a few introduction questions to get to know you better.

Describe a time when you noticed a guest was unhappy or uncomfortable before they said anything. How did you handle it?

Give an example of a situation where you had to explain something complex to a guest in a simple and clear manner.

You are assisting a guest who has a complaint, and another guest approaches you with an urgent request. How do you handle both situations?

In hospitality, guests shouldn't have to ask for things—they should already be taken care of. Can you give an example of a time you anticipated a guest's needs before they asked?

Give an example of when you had to collaborate with another department to improve a guest's experience.

Describe how you would handle a situation where a guest is being disrespectful or rude.

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