



## CAREER OPPORTUNITIES

American Hotel Register, the world's largest hospitality supply distributor, has been exceeding the expectations of the hospitality industry through unparalleled trust, commitment, and consistency for 146 years! Offering an incomparable range of custom services, in addition to thousands of hospitality products, American Hotel Register Company outfits properties from independent bed and breakfasts to five-star hotel chains to health care institutions to government lodging, as well as many other markets that use hospitality & health care products.

When you join American Hotel Register Company, you're not only joining a world-class organization and leader in the industry, you're joining a family that truly values and treats their employees with the respect you deserve. You'll discover our management team is 100% behind our sales force and supports a healthy balance between work and outside interests. With daily activities that revolve around meeting challenges, working with bright, highly motivated people, and advancing in an environment that offers the freedom to work hard while having fun, you'll truly find the career fulfillment you desire.

Join American Hotel Register and you'll enjoy an excellent benefits package including medical, dental, vision, disability insurance, 401k plan with immediate vesting, tuition reimbursement, paid vacation, holidays, sick days, and flex-time. Plus we offer a free on-site workout facility and hair salon, and numerous associate discounts.

**OPEN POSITIONS LISTED BELOW!** For immediate consideration and to find out more about the outstanding rewards you could be enjoying today, please forward your resume to: [Careers@americanhotel.com](mailto:Careers@americanhotel.com) and note the **title of the position** and **job reference number** in the subject line.

*American Hotel Register Company believes in and promotes diversity in the work place.*

American Hotel Register Co.  
100 S. Milwaukee Ave.  
Vernon Hills, IL 60061

---

## FURNISHINGS, FIXTURES & EQUIPMENT (FF&E)

---

The **Project Manager (#2695) located in Vernon Hills, IL** – plans and coordinates all aspects of FF&E procurement for designated properties.

### RESPONSIBILITIES:

- Understanding the scope and budget amount for the FF&E purchases. Ensure effective communication to the owner of the specification and that the standards are met.
- Prepare itemized budget on all items in the FF&E category for the total project upon receipt of plans and specifications from interior designer.
- Meet with owner and any consultants to review the quantities, specifications, and budget. Ensure that all specs are met, clarify any areas where needed. Coordinate with designer and / or architect on all phases of the purchasing function.
- Work closely with hotel groups design department in submitting specifications for alternatives (if needed)
- Receive all acknowledgements and correspondence from suppliers. Verify quantity, style number, description, and delivery information. Ensure confirmation with original design and time constraints.
- Provide frequent update reports that will track the production and delivery status.
- Negotiate warehousing, delivery and installation service on behalf of the owner. Receive and analyze bids for installation. Develop schedules consistent with project goals.
- Follow up and expedite all orders and coordinate deliveries to see that merchandise is delivered and received on time at a prearranged warehouse facility or at the site. Have the ability to trace shipments through bills of lading, trailers and pro numbers.
- Coordinate warehouse receiving, storage, and delivery to job site. Work with the installation contractor and developer on the resolution of freight claim issues. This will include ordering replacement items as needed.
- In conjunction with the general contractor, installer, and developer, create and follow through all punch list items unless received and accepted.

### QUALIFICATIONS:

- Bachelor's degree preferred.
- 3-5 years work experience in hospitality / project management role.
- Advanced computer skills including Microsoft Word, Excel, PowerPoint, and Outlook.
- Excellent verbal and written communication skills.
- Proficient organizational skills with the ability to effectively work on multiple projects.
- Must have excellent phone and customer service skills.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.

---

## LOGISTICS

---

The **Supervisor, Chicago RDC (#2670) located in Vernon Hills, IL** – The RDC Supervisor is responsible for directing a team of non-union employees in the movement of merchandise throughout the facility within specified productivity, cost and quality standards. The Supervisor will establish and implement work schedules that assign jobs effectively to ensure efficient operations as well as provide performance feedback, appraisals and associate development. They will maintain a safe and secure warehouse and conduct business within OSHA standards.

### RESPONSIBILITIES:

- Responsible for directing a team of non-union employees in the movement of merchandise throughout the facility within specified productivity, cost and quality standards.
- Apply sound communication and motivational techniques to supervise, coach and lead the team.
- Establish and implement work schedules that assign jobs effectively to ensure efficient operations.

- Provide performance feedback, appraisals and associate development.
- Maintain a safe and secure warehouse and conduct business within OSHA standards.
- Must be able to communicate with many levels both internally and externally.
- Must be able to hold yourself and others accountable to organizational expectations including safety, productivity, reliability, and culture.
- Must possess analytical skills and strive for continuous improvement in people and processes.
- Must have the ability to adapt and thrive in an ever changing environment.

**QUALIFICATIONS:**

- Bachelors Degree required, or in progress.
- 3-5 years distribution experience in a lead or supervisory role.
- Requires demonstrated skills in leadership, organization and communication.
- Working knowledge of Microsoft Office applications Excel and Word.
- Working knowledge of budgets and finances.
- Experience with warehouse management systems including slotting, inventory and quality assurance techniques.
- High job content knowledge: understanding supply chain management.
- Experience with performance management preferred.
- Must be able to shift priorities and handle stress caused in meeting deadlines with tight scheduling requirements.
- Must be able to drive results.
- Demonstrated ability to manage others thru positive reinforcement.
- Familiarity with battery powered equipment such as forklifts and order pickers.
- Bi-lingual (English/Spanish) a plus.
- Excellent communication skills are essential.
- WMS/RF experience strongly preferred.
- Knowledge and familiarity with material handling equipment and computers.
- The employee must occasionally lift and/or move up to 50 pounds.

The **Team Lead: 3<sup>rd</sup> Shift – Chicago RDC (#2634) located in Vernon Hills, IL** – works alongside the DC Associates guiding their work and monitoring productivity. This position is responsible for assisting the Warehouse Supervisor with carrying out operation initiatives. This associate is fully cross-trained in all DC positions.

**RESPONSIBILITIES:**

- 60% of time will be spent working alongside DC Associates in receiving, picking, and/or shipping based on the needs of the department.
- Issue work to DC Associates based on current volume and productivity.
- Monitor area production, errors, and scheduling. Make adjustments to workflow as necessary.
- Ensure standard operating procedures are adhered to by team and suggest improvements.
- Maintain understanding of operations and be cross-trained in all areas of DC.
- Train DC associates as OSHA certified trainer.
- Report poor productivity and personnel issues to Warehouse Supervisor.
- Provide feedback for DC Associate performance appraisals.
- Run regular productivity reports and work with DC Supervisors analyzing results.
- All other duties as assigned.

**QUALIFICATIONS:**

- High school education or G.E.D is required; some college coursework preferred or relevant work experience.
- At least 5 years distribution experience.
- Must be fully cross-trained in all aspects of DC operations (receiving, picking, and shipping). Must have experience directing and monitoring the work of others.
- Must have experience communicating regularly with management.
- Requires proficient computer skills including Microsoft Word, Excel, and Outlook.
- Experience with warehouse management systems and the ability to learn, understand, and utilize computer systems and how they function.

- The employee must occasionally lift and/or move up to 70 pounds.
  - Ability to motivate a team of associates to meet specified productivity goals and operations initiatives.
- 

The **Director of Distribution (#2644) located in Vernon Hills, IL** – is responsible for developing, documenting, and operating a customer-centric global distribution model to drive optimal customer service and profitability. They will provide leadership, direction and focus to American Hotel Register Company's distribution functions, including all distribution center operations.

**RESPONSIBILITIES:**

- Manage and optimize a global supply chain network with multiple distribution centers.
- Develop global implementation of distribution best practices such as systems integration and optimization, inventory control, safety and performance management.
- Drive operational excellence across the distribution network.
- Build, lead, and manage the distribution team necessary to support the Company's strategy and growth plans.
- Create and analyze key indicators and quality data to identify opportunities to improve overall operational performance and profitability.
- Ensure all regulatory and compliance measures are met within global guidelines.
- Develop and maintain effective lines of communication with all facets of the organization resulting in seamless delivery to our customers.
- Constant focus on making American Hotel the low cost producer.

**QUALIFICATIONS:**

- Bachelor's degree in Business or related field – MBA preferred.
- 15+ years of distribution, logistics and transportation management experience in progressively senior positions.
- Be a big picture thinker and be able to interact with senior leaders to create and execute and vision for meeting American Hotel's overall strategic direction.
- Must be a strong leader and motivator.
- A self-starter who will bring ideas and vision forward to senior management.
- Integrity and ethics beyond reproach.
- Must be able to move easily and often between the daily tactics of the business to strategic planning and goal setting.
- Must be extremely results-oriented and have a very keen sense of urgency around winning.
- Must be able to evaluate talent extremely well and build a world class team.
- Must be comfortable being able to drive growth and customer value within a private company model.
- Must have a background of continuous personal growth and success.
- Must be willing to embrace the need for change and lead the organization through it.
- Demonstrated ability of managing cost performance & distribution execution across a variety of product lines from multiple sources.
- In depth knowledge of key supply chain/logistics processes, technology & current best practices.
- Capacity to build relationships internally & externally.
- Strong analytical, financial & P&L skill required to succeed.
- Ability to negotiate lease agreements for our network.
- Ability to quickly establish credibility across the organization and engage others to ensure the most effective efficient logistics solutions for the varied business units.
- Solid judgment to know what is appropriate for the company size/scope.
- Commitment and flexibility to seek & incorporate input from others into the plan.
- Ability to manage people to deliver results while at the same time enhancing their development.
- Excellent communication, presentation and analytical skills.

---

## **MARKETING**

---

The **Director of Branding (#2692) located in Vernon Hills, IL** - will work with the CEO and other key business leaders in making our American Hotel Register brand ubiquitous. They will ensure clear, consistent brand messaging, translate ideas into designs and lead the development of an American Hotel Register loyalty program.

**RESPONSIBILITIES:**

- Clear, consistent brand messaging across all media channels including: web, print, email, trade shows, events
- Work directly with Sr. leadership team to bring them timely and useful insight, perspective and brand resources
- Simultaneously identify, create, and drive multiple projects related to corporate branding initiatives
- Creatively design materials to support our key differentiators
- Participate in industry associations
- Stay abreast of creative and innovative trends that can impact the Company
- Work closely with SVP in making presentations to Sr. leadership team and other key members on branding issues.

**QUALIFICATIONS:**

- 8-10 years of marketing/branding experience
- MBA Preferred
- Strong presentation skills
- Ability to create, manage, and coordinate multiple projects simultaneously
- Possess a strong and outgoing personality
- Must be highly organized
- Creative thinker
- Relationships with various outside sources (agencies) that can help us promote our brand
- Strong interpersonal, collaboration and leadership skills
- Ability to build strong business relationships across all levels of the organization
- Ability to exercise judgment and made sound decisions
- Demonstrated experience working in a fast paced environment with ability to learn quickly

---

The **Senior Creative Web Designer (#2694) located in Vernon Hills, IL** - will focused on web & digital creative, but will be involved in all facets of design. Along with senior creative staff you will be directly involved in the creation of concepts for web, e-mail and multichannel creative that encompass new company wide branding initiatives. Items such as e-mail creative, e-mail coding, web landing pages creative & coding, web advertising & banners, trade journal ads, logo designs, special promotional events, refinements of design directions, and the creation of templates and style guides. Special projects like photography & video production may be required.

**RESPONSIBILITIES:**

- Be the subject matter expert in web & digital creative and coding in order to create, develop and design across media channels as necessary. Knowledge in e-mail creation, landing pages, and html coding best practices & standards is a must.
- Work directly with senior creative staff and the rest of the Marketing, Branding and Sales groups within scheduled deadlines.
- Assist in the development of strategically effective web & electronic design solutions that meet targeted Segment, Branding, and Marketing objectives and integrate with the company's broader branding and promotional campaigns and various cross-channel communications.
- Effectively translate strategies into designs that communicate, both internally and externally, the American Hotel branding philosophy.
- Must be able to attend after hours events for photography as requested.

**QUALIFICATIONS:**

- Bachelor's degree in web/digital design, marketing experience strongly preferred
- Minimum 5+ years of proven web/digital marketing success.
- Experience working with clients, selling to and creating/maintaining relationships with large groups and upper management.

- Must be proficient and use the best practices for HTML e-mail design, coding and testing.
- Must be proficient in XHTML/CSS as it applies to websites.
- Must be proficient in Adobe CS, InDesign, Photoshop, and Illustrator.
- Ability to hand code design your own designs.
- Must be able to take an idea from concept to a finish polished piece.
- Must have strong typography skills, firm understanding of tradition and modern typography.
- Understanding of content management systems.
- Understanding of web usability and UX.
- Understanding of photography and video production.
- Experience working with outside printers in various formats 4 color, 1 color, etc.

---

## MERCHANDISING

---

The **Assistant Planner (#2688) located in Vernon Hills, IL** - assists with the managing the flow of products from supplier to distribution center, in a fashion that meets company guidelines, while achieving or exceeding planned customer service levels, company turn goals and all other inventory goals.

### RESPONSIBILITIES:

- Timely and accurate expediting of purchase orders.
- Reconciliation of receiving discrepancies in a timely fashion.
- Assist with the management and communication of backorder issues.
- Assist with the maintenance of system settings for assigned products.
- Assist with the actions assigned per Right Product Right Place, DWO, and other Planning department processes.
- Develop and maintain processes and reports as assigned.
- Coordinate the quarantining, sorting and/or returning of inventory.
- Place supplier and transfer purchase orders as assigned.

### QUALIFICATIONS:

- Bachelors Degree and or 1-2 years experience working with Inventory Management and Supply Chain processes.
- Proficient organizational skills with the ability to effectively work on multiple projects.
- Should possess intermediate computer skills, in Microsoft office, with an emphasis in Excel and be able to do V lookups and pivot tables.
- Excellent verbal and written communication skills.
- Ability to write cohesive correspondence that is succinct, factual, and to the point.

---

## SALES & SERVICE

---

As the **Territory Manager (#2622) - located in Calgary, Canada; (#2660) – located in Houston, Texas** your primary job responsibilities would include creating end user-demand for American Hotel products and services as well as preparation of tracking, analyzing sales, customer demand, business reports, correspondence, charts and spreadsheets. Candidates will manage a new or existing sales territory from your home office. The position requires focus on both relationship building and new business with hotels, management companies. The bulk of new business is generated through the Territory Manager's initiative, cold calling, on the phone and in-person networking.

### RESPONSIBILITIES:

- Generate new and repeat sales by providing product and technical information in a timely manner.
- Determine customer requirements and expectations in order to recommend specific products and solutions.
- Recommend alternative products based on cost, availability or specifications.
- Present price, credit and terms in accordance with standard procedures and customers' profitability profiles.
- Accurately process customer transactions such as orders, quotes or returns.

- Proactively recommend items needed by customers to increase customer satisfaction and improve transaction profitability.
- Contact customers following sales to ensure ongoing customer satisfaction and resolve any complaints.
- Remain current on changes in regional preference, changes in local codes and product developments by attending sales meetings, vendor training, trade shows or reading trade journals.
- Setup and maintain customer files including using a CRM package.
- Communicate to the purchasing department unexpected increases or decreases in demand for products.
- Maintain proficiency in using personal computer and other common office equipment and software.
- Follow company policies and procedures.
- Present a professional image at all times to customers, vendors and peers.
- Successfully analyze, report, and address the needs of management group customers and their field locations while measuring customer participation and profitability.
- New account development responsibilities include fact-finding, opportunity assessment, onsite presentations and contract negotiations.
- Research and develop New Openings to their fullest potential utilizing internal resources, personnel and guidelines.
- Plan, create and present quality presentations making multiple sales calls (accounts) each day and multiple contacts (personnel) within each call.
- Interface with other departments such as merchandising, logistics, credit, sales, marketing and operations as well as manufacturers/suppliers to exceed customer needs.
- Qualify, schedule and execute joint sales calls with multiple manufacturer partners.

#### **QUALIFICATIONS:**

- Bachelor's degree in marketing, management, or hospitality preferred.
- 3-5 years of proven outside sales success with property level account management preferred.
- Experience selling to and creating/maintaining relationships with hospitality professionals.
- Experience in making in-depth product presentations and demonstrations in a variety of sales & marketing settings including one-on-one sales situations.
- Demonstrated ability to profitably meet and/or exceed sales targets.
- Strong ability to influence is critical to success. Must be able to make significant impact without authority.
- Excellent professional customer service, verbal, written and presentation skills.
- Strong business acumen is required; average or better ROI, margin, gross profit knowledge a must.
- A working knowledge of web-based ordering platforms is preferred.
- Analytical ability to define problems: collect data, establish facts, and draw valid conclusions.
- Ability to work in a team environment, as well as independently.
- Ability to manage several projects simultaneously and to meet deadlines in a fast-paced environment.
- Demonstrated success in qualifying sales opportunities, identifying key buying influencers and decision makers, and closing deals.
- Successfully execute the aforementioned Duties and Responsibilities while maintaining high percentage of "in the field" presence.
- High degree of urgency and attention to detail, while keeping focused on the big picture.
- Requires intermediate or better proficiency in Microsoft Office and associated software.
- Ability to travel.

---

## **SECURITY**

---

The **Security Coordinator (Part-time, On-call Security Associate) (#2653), located in Vernon Hills, IL** - is one who is willing to make his or herself available for an "on-call" basis plus work one eight hour day a week. All Security associates will be trained in basic First Aid, CPR, and AED certified.

#### **RESPONSIBILITIES:**

- Protect all company assets while ensuring the safety and security of associates, guests and visitors to the corporate headquarters and distribution center.
- Monitor all cameras, respond, report and investigate all incidents, accidents, or medical emergencies.

**QUALIFICATIONS:**

- Ability to work 11:00 A.M. to 7:45 P.M. one Tuesday or Thursday a week plus be available on-call.
- High school diploma or equivalent required.
- Security experience preferred, but not required.
- Basic knowledge of Microsoft Office including Word, Excel, Power Point, and Outlook.
- Strong communication skills which includes the ability to speak and write clearly.