



Historic Deerfield®
Opening Doorways To The Past.™

Innkeeper – Deerfield Inn (Full-Time, Salaried)

Location: Deerfield, MA

Organization: Historic Deerfield, Inc.

Schedule: Full-time (40+ hours/week, includes weekends & holidays)

Reports to: Vice President, Finance & Administration

Compensation: Salary + Benefits

About the Role:

Join the leadership team at the historic **Deerfield Inn**, a charming, full-service inn operated by Historic Deerfield, Inc. We are seeking a seasoned hospitality professional to serve as our **Innkeeper**, overseeing daily operations, guest services, staff management, budgeting, and marketing for the 24-room Deerfield Inn and Champney's Restaurant and Tavern. This is an exciting opportunity for someone passionate about hospitality, customer service, and historic preservation to lead a beloved New England destination.

Key Responsibilities:

Leadership & Staff Management

- Hire, train, and lead a high-performing inn and restaurant team
- Conduct weekly team meetings and oversee scheduling
- Address performance issues and maintain high service standards
- Foster a welcoming, guest-first culture

Operations & Budget Management

- Oversee day-to-day inn and restaurant operations
- Manage labor costs, payroll, invoicing, and inventory
- Develop and manage the annual operating budget
- Maintain vendor relationships and coordinate with maintenance

Marketing & Guest Experience

- Drive room bookings and restaurant revenue through strategic marketing
- Manage the Inn's website, social media, email campaigns, and promotions
- Work closely with Historic Deerfield's Marketing Director and outsourced marketing agency
- Create in-house events and promotions to enhance guest engagement

Administrative & Reporting

- Ensure accurate payroll, HR, and compliance documentation
- Submit reports to organizational leadership and the Board of Trustees as needed
- Monitor and improve point-of-sale and booking systems

Qualifications:

- **8-10 years of experience** in hospitality management (inns, hotels, or F&B)
- Strong leadership, organizational, and communication skills
- Proficient in budgeting, scheduling, and cost control
- Hands-on experience in guest services, food & beverage operations
- Marketing and digital communication skills (social media, email, etc.)
- Familiarity with labor laws, HR best practices, and POS systems
- Passion for history and community engagement is a plus

Benefits:

- Competitive salary
- Health, dental, and vision insurance
- Paid time off and holidays

- Retirement plan
 - A chance to live and work in a vibrant, historically rich community
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Work Environment:

- This position requires flexible scheduling, including weekends and holidays
 - The Innkeeper is expected to be on call for urgent matters (excluding time off)
 - You'll work closely with Historic Deerfield staff and leadership
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Apply today to lead one of New England's most treasured inns and help shape unforgettable guest experiences in a historic setting.