



Job Posting

ABOUT THE RESORT AT PAWS UP

The Resort at Paws Up is America's premier luxury ranch resort. Set on a 37,000-acre ranch, Paws Up embodies the spirit of the American West with constant innovation and evolution to deliver the quintessential luxury experience for affluent and influential travelers from all over the world. It's a family-owned and award-winning destination that truly inspires.

Looking to grow your experience in leading a team? Join our team as a Glamping Supervisor. Glamping Supervisors assist in leading a team to provide a unique, specialized luxury service for guests staying in our Glamping Camps.

The Resort at Paws Up's Glamping Camps and luxury tents are surrounded by nature while featuring every kind of comfort. Each tent is carefully appointed with hardwood floors, fine linens and air conditioning and heat, plus a private, en suite bathroom with heated slate floors, stylish vanities and Montana-size showers. Exquisite cuisine is steps away in an elegant Dining Pavilion. Paws Up defined glamping, and we still set the standard.

PRIMARY DUTIES AND RESPONSIBILITIES

- Oversee Lead Glamping Butlers, Glamping Butlers and Glamping Butler Assistants
- Work with Glamping Manager and Lead Glamping Butler in reviewing daily occupancy reports and evening dining activity reports to prepare Butlers for arrivals, special guest requests and service expectations for the day
- Shuttle Butlers to and from scheduled camps
- Provide required training and oversight to Lead Glamping Butlers, Glamping Butlers and Butler Assistants
- Oversee the distribution of daily orders, setup of various events and the inventory of beer, wine and liquor; identify unusable product and communicate with Culinary team for resolutions
- Lead and assist team in refreshing glamping tents, Dining Pavilions and other glamping locations by removing trash, replenishing supplies, washing dishes, cleaning and tidying areas and replacing amenities
- Follow daily assigned instructions and meet deadlines
- Stock Dining Pavilions, tents and other glamping areas with all necessary supplies while continuously keeping all work areas clean and organized
- Provide dining service to guests at Dining Pavilions
- Converse with guests at a high level, being aware of their needs and fulfilling special requests as instructed by management or by guests directly
- Assist with guest service issues accurately and promptly
- Maintain a high level of attention to detail at all times
- Ensure confidentiality of guests before and throughout their stay
- Perform public area cleaning and camp cleaning or any assignment requested
- Perform a variety of cleaning activities, including but not limited to sweeping, scrubbing, mopping, polishing, vacuuming and dusting
- Perform Glamping Manager duties in his or her absence

KNOWLEDGE, SKILLS AND ABILITIES

- High school diploma, GED or vocational training or job-related coursework
- Minimum 5 years of experience in customer service
- Minimum 2 years of experience of supervising a midsize team
- Proven ability to lead and supervise a team
- Proven experience with Microsoft Office (Outlook, Word, Excel and PowerPoint) and keyboard skills
- Proven customer services skills, communication skills and organizational skills
- Must maintain and act in a professional manner under periods of high demands and with guest, team members and management
- Valid food handler's license
- Valid driver's license with ability to meet company's auto-insurance-policy requirements

BENEFITS INCLUDE:

The positions offered are seasonal and located in Greenough, Montana. The Resort at Paws Up offers great benefits, including shuttle opportunities from Missoula, Montana, and carpool reimbursement, free lunches, employee discounts and more. For more information about Paws Up, visit www.pawsup.com.

WAGE:

To be discussed, competitive

To apply, please visit the following web link: <https://www.pawsup.com/careers/application>