



## 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.

Do you always strive to ensure each guest has the best possible experience? Are you ready to continue to grow in customer service while making others' vacation dreams come true? If so, join our Guest Service team as a Communications Agent!

Candidates must have premier customer service skills, ability to multi task, exceptional interpersonal skills, and strong written and verbal communication skills all while continuing an above and beyond attitude.

### PRIMARY DUTIES AND RESPONSIBILITIES

- Maintain warm, welcoming and professional demeanor when greeting and interacting with all guests.
- Check guests in and out through resort systems.
- Ensure all guest folios are accurate and reviewed prior to the guest departure.
- Reply to Paws Up App messages are received and replied to in a timely and professional manner.
- Send out daily app messages to guests on property promoting events, activity openings, spa openings, etc.
- Answer phones in a timely and courteous manner and dispatch calls accordingly while following the company's phone etiquette standards.
- Present a professional and courteous demeanor both on the phone, in person, on the Resort app and through email; Email correspondence is handled with proper grammar.
- Act as liaison between the guest and departments on guest requests, ensuring follow through, completion, and resolve.
- Converse with the guests at a high level, being aware of their needs and fulfill special guest requests as instructed by management or the guest directly.
- Ensure confidentiality of guests before and throughout their stay.

### KNOWLEDGE, SKILLS, AND ABILITIES

- High school diploma, GED or vocational training or job-related course work
- Minimum 2 years of experience in customer service
- Strong verbal/written communication, interpersonal, and analytical skills
- Proven excellent customer services skills, communication skills, and organizational skills
- Proven computer, typing, and Microsoft Office experience and skills
- Ability to work independently and collaboratively
- Positive attitude
- Valid Driver's License; Meet company driving policy

**BENEFITS INCLUDE:**

The positions offered are seasonal located in Greenough, MT. The Resort at Paws Up offers great benefits including shuttle opportunities, carpool reimbursement, employee discounts, and more! For more information about Paws Up, visit [www.pawsup.com](http://www.pawsup.com).

**WAGE:** \$12.00/hr.; plus \$5.00/hr. bonus

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