



## 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 enjoy managing a team? How about working outdoors? Joining our Glamping Operations team as a Glamping Manager may be the position for you. The Glamping Manager assists in ensuring and providing a flawless, upscale, professional and high-class guest experience throughout the guests' stay.

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 Glamping Operations and team members
- Ensure that Glamping Operations team members have received reports and instructions on arriving and departing guests
- Liaise with Housekeeping, Food and Beverage, Activities, Culinary, Guest Experiences and all other departments to provide an exceptional guest experience
- Ensure all guest interactions adhere to the company's service standards, providing an elevated guest experience
- Work with Glamping Supervisors in reviewing daily occupancy reports and evening dining activity reports to prepare Butlers for arrivals, special guest requests and service expectations for the day
- Visit with guests and converse with guests at a high level, being aware of their needs and fulfilling special requests as instructed by management or guests directly
- Attend appropriate Resort meetings and represent Glamping Operations
- Manage glamping teams to achieve an exceptional level of efficiency and quality as they relate to glamping, food and beverage and luxury service
- Place food, beverage and supply orders
- Provide dining service to guests at Dining Pavilions
- Assist in scheduling regular interdepartmental meetings following guest stays to assess successes and areas where improvements can be made for future stays
- Schedule staff according to volume of business; understand how to flex when necessary to meet labor expectations; adjust daily operations to be in line with budget
- Maintain cleanliness of vehicles and glamping sites
- Keep up-to-date knowledge on all menu items including preparation, any allergens and alternative preparations; Communicate food restrictions to Food & Beverage and Culinary teams
- Maintain up-to-date awareness of Resort information and amenities

- Maintain flexible hours to accommodate guest needs, due to the cyclical nature of the hospitality industry; position requires full availability including evenings, weekends and holidays or as needed

**KNOWLEDGE, SKILLS AND ABILITIES**

- Bachelor's degree in hospitality or business field; four years of experience in similar work experience/training
- 2+ years of experience in high-end, luxury customer service
- Minimum of 2 years of experience as a Customer Service Manager
- Proven ability to lead and manage a team
- Proven experience with Microsoft Office (Outlook, Word, Excel and PowerPoint)
- Proficient ability to multitask and work in a fast-paced environment while remaining organized and prioritizing workload throughout the day
- Adaptable to high-volume workload during peak seasons
- Maintain and act in a friendly and professional manner under periods of high demands
- 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 salaried 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](http://www.pawsup.com).

**WAGE:**

\$35,000 to \$45,000 annually

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