



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 pride yourself on your customer service skills and ability to personalize interactions with guests? Have a strong attention to detail while multi-tasking? Value a cooperative, team-oriented environment? If so, joining the Guest Experience team as a Guest Experience Concierge at The Resort at Paws Up is the place for you!

As a Guest Experience Concierge, you will be interacting directly with guests from before they on property until they depart. In addition, your responsibilities include providing accurate information about The Resort, activities, and amenities while delivering a personalized experience for each guest.

PRIMARY DUTIES AND RESPONSIBILITIES

- Maintain warm, welcoming and professional demeanor when greeting and interacting with all guests.
- 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.
- Create guest itineraries to ensure maximum value in their stay, while doing your best to accommodate all requests.
- Ensure all resort and reservation information is accurately communicated to the guest.
- Enter guest information accurately entered into Resort system.
- Responsible for selling and promoting all resort revenue generating activities and guest enrichment amenities.
- Schedule appropriate activities, nanny services, spa appointment, dinner reservations, etc. that the guests request.
- 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.
- Assist in delivering all guest amenities to their appropriate accommodations or locations prior to the guest arrival.

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.

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

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