



## 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.

Under our Lodging property, we are currently hiring for a Guest Experience Manager. The role of the Guest Experience Manager is to lead a team in providing flawless, upscale, professional and high-class guest experiences throughout our guests' booking and stay with The Resort at Paws Up.

### PRIMARY DUTIES AND RESPONSIBILITIES

- Oversee the Guest Experience division and team members.
- Assist in creating guest itineraries to ensure maximum value in their stay, while doing your best to accommodate all off-premise and on-property requests.
- Ensure the Guest Experience team creates accurate and fulfilling guest itineraries to ensure maximum value in the guest's stay.
- Corroborate with Guest Experience team that all Resort, reservation, and guest information is accurately communicated to the guest and entered into Resort systems.
- Ensure all guest interactions through Guest Services division adhere to the Resort's service standards and provide an elevated guest experience.
- Assist guests through the activity check-in process, during their stay, and through the check-out process.
- Track and maintain guest amenities and department expenses within budgeted guidelines.
- Arrange guest celebration amenities that are unique and personalized as needed; Schedule the delivery of all guest amenities to their appropriate accommodations or locations prior to the guest arrival.
- Manage operational and administrative functions to ensure guest information is delivered efficiently.
- Contribute to the Resort's revenue potential by assessing/monitoring room rental, site fees, upsell Food & Beverage opportunities, transport & service fees and other revenue-generating factors in accordance to resort policies.
- Schedule staff according to volume of business; understand how to flex when necessary to meet labor expectations; ability to adjust daily operations to be in line with the budget.
- Manage the recruiting, hiring, and training and growing exceptional Guest Experience team members.
- Provide day-to-day guidance and oversight of Guest Experience team members; actively promote, train, coach, and recognize performance.
- Maintain flexible hours to accommodate guest and special events needs, due to the cyclical nature of the hospitality industry; Position requires full availability including evenings, weekends, holidays or as needed.

### KNOWLEDGE, SKILLS, AND ABILITIES

- Associates or Bachelor's Degree in Hospitality or Business field; 4 years' experience in similar work experience/training
- 2+ years' experience in high-end, luxury customer service
- Minimum of 2 years' experience as a Concierge, Front Desk, Reservations Manager

- Proven ability to lead and manage a team
- Proven experience with Microsoft Office (Outlook, Word, Excel and PowerPoint)
- Proficient ability to multi-task and work in a fast-paced environment while remaining organized and prioritizing workload throughout the day
- Adaptable to high volume work load during peak seasons
- Has a friendly and professional manner under periods of high demands
- Valid Driver's License with ability to meet company driving insurance policy

The position offered is Full-time, Year-round located in Greenough, MT. The Resort at Paws Up offers great benefits including:

- Medical, Dental, Vision
- 401K
- Complimentary Meals
- Employee Discounts on Merchandise
- Employee Activity Discounts
- A great work environment in a beautiful luxury resort setting

**SALARY**

To Be Discussed

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

**For more information about Paws Up, visit [www.pawsup.com](http://www.pawsup.com).**