



## 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.

We are seeking an individual with hospitality management experience to assume the role of Guest Services Manager. This role is responsible for providing leadership and management to the Guest Service team, as well as providing the highest level of service to our guests.

The Guest Services department encompasses front desk/communications, transportation, lodging welcome/check-in, and guest services responsibilities. The Guest Services team is the first point of contact for our guests when they arrive on property and throughout their visit. Guest Services serves as the ambassadors for The Resort at Paws Up, delivering a heightened level of personalized service while working closely with the Reservations, Guest Experience, Food & Beverage, Events, Activities, Lodging, Glamping Operations, and Sales & Marketing departments.

We are seeking a leader who will set the tone for exceptional Montana hospitality and ensure our guest memories of a lifetime.

### **PRIMARY DUTIES AND RESPONSIBILITIES**

- Oversee the Guest Services division and team members, including transportation, lodging welcoming/check-in, and communication for guests.
- Assist with Paws Up App requests and daily guest communication.
- Ensure the Communications Agents are properly communicating on-property guest requests, internal correspondences regarding resort operations and all other incoming calls or inquiries that are received.
- Work with camp butlers to have seamless check in and departures for camps and to liaise with them on any required information
- Liaise with Housekeeping, Food & Beverage, Activities, Glamping, 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.
- Responsible for overseeing and maintaining the timing of all on and off-property guest transportation schedules and needs.
- Assist and perform accommodate tours upon arrival and guest check-in.
- Monitor Transportation fleet to ensure proper functioning and cleanliness.

- 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 Service team members.
- Provide day-to-day guidance and oversight of Guest Service team members; actively promote, train, coach, and recognize performance.
- Maintain flexible hours to accommodate guest and special event 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**

- 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 Manager, Front Desk Manager, or 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).**