



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.

The Resort at Paws Ups has the opportunity for you to supervise a team on an island in Montana. Join our Glamping Operations team as an Island Lodge Supervisor. The Island Lodge Supervisor oversees an extension of the Glamping Operations team at the Island Lodge and supervises daily guest activities.

Just a 15-minute drive from The Resort at Paws Up, guests who reserve the Island Lodge at Salmon Lake have their own private island where they can enjoy water sports, fine cuisine and breathtaking scenery. Guests have the opportunity to reserve the Island for a full day or for three-hour excursions.

PRIMARY DUTIES AND RESPONSIBILITIES

- Oversee Island Butlers and Butler Assistants
- Work with Island Lodge Manager in reviewing daily occupancy reports and evening dining activity reports to prepare Butlers for arrivals, special guest requests and service expectations for the day
- Liaise with Housekeeping, Food and Beverage, Activities, Culinary and Guest Experiences teams 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
- Provide day-to-day guidance and oversight of Glamping team members; actively train, coach and recognize performance
- Assist in shuttling Butlers to and from the Island Lodge
- Operate, maintain and clean equipment and tools, including washing machine, ski/powerboat, pontoon boat, Jet Ski, fishing boat, grill, life vests, etc.
- Ensure that all Island and Activities team is stored properly and ready for use
- Retrieve food and supply items from warehouse and storeroom areas according to daily written requisitions for guest day use at the Island Lodge; ensure food and supplies meet quality standards
- Setup and breakdown of the Island for the use of guests per group visit to the Island
- Oversee team members in refreshing the Island and Lodge by removing trash, replenishing supplies, washing dishes, cleaning and tidying areas and replacing amenities
- Follow daily assigned instructions and meet deadlines
- Ensure that the Island Lodge is stocked with all necessary supplies while continuously keeping all work areas clean and organized

KNOWLEDGE, SKILLS, AND ABILITIES

- High school diploma, GED or vocational training or job-related coursework
- Minimum 5 years of experience in customer service
- Minimum 2 years of experience of supervising a midsize team
- Proven ability to lead and supervise a team

- Experience in piloting a ski/jetboat and/or pontoon boat
- Proven experience with Microsoft Office (Outlook, Word, Excel and PowerPoint) and keyboard skills
- Proven customer services skills, communication skills and organizational skills
- Must maintain and act in a friendly and professional manner under periods of high demands and with guest, team members and management
- Valid food handler's license
- Valid driver's license with ability to meet company driving insurance policy

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.

WAGE:

\$38,000 annually

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