



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.

Our Glamping Operations team is hiring for Lead Glamping Butlers. Lead Glamping Butlers supervise, maintain and provide a unique, specialized luxury service to guests staying in Glamping Camps.

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.

We are looking for motivated team players and leaders to join our Glamping Operations team. Applicants should be responsible, energetic and above all positive. Previous food and beverage experience is helpful, but we encourage anyone with ambition to forward their career in the hospitality industry to apply. In addition, the Lead Glamping Butlers will assist in the training of new and returning Glamping hires.

PRIMARY DUTIES AND RESPONSIBILITIES

- Provide required training and oversight to Glamping Butlers and Butler Assistants
- Ensure all glamping tents are inspected according to standards
- Lead glamping team to achieve an exceptional level of efficiency and quality as they relate to glamping, food and beverage and luxury service
- Follow daily assigned instructions and meet deadlines
- Stock Dining Pavilions, tents and other glamping areas with all necessary supplies while continuously keeping all work areas clean and organized
- Check stock levels of all consumables and report to Glamping Managers to replace appropriately
- Provide dining service to guests at Dining Pavilions
- Converse with guests at a high level, being aware of their needs and fulfilling special requests as instructed by management or the guest directly
- Assist Glamping Supervisor with guest service issues accurately and promptly
- Maintain a high level of attention to detail at all times
- Ensure confidentiality of guests before and throughout their stay
- Perform public area cleaning and camp cleaning or any assignment requested
- Perform a variety of cleaning activities, including but not limited to sweeping, scrubbing, mopping, polishing, vacuuming and dusting
- Enjoy the challenge of effectively managing multiple tasks without sacrificing quality or cost controls
- Assist in all aspects of Glamping Operations as needed

KNOWLEDGE, SKILLS AND ABILITIES

- High school diploma, GED or vocational training or job-related coursework
- Minimum of 4 years of experience in customer service
- Minimum of 1 year of experience of supervising a midsize team
- Proven ability to lead and supervise a team
- 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 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:

\$12.50/hr., plus \$5.00/hr. bonus

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