



Job Posting: Activities Manager

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 Activities Manager assists the Director of Activities in planning, organizing and executing all aspects of the Activity Program at The Resort at Paws Up. The Activities Manager ensures that each activity and Activities Guide is prepared according to the Activities Department standards. The Activities Manager will work closely with the Director of Activities to ensure the continued success of the Activities Department.

The position of the Activities Manager is a highly responsible and challenging role, suitable for those that have proven experience in leadership, communication, time management, scheduling, conflict resolution, safety and organizational skills. This is a high-paced work environment and the candidate must be adept to changes at the last minute.

PRIMARY DUTIES AND RESPONSIBILITIES

- Promote The Resort at Paws Up's activities across property and to all guests.
- Schedule team members according to volume of business; understand how to flex when necessary to meet labor expectations; possess the ability to adjust daily operations to be in line with the budget.
- Manage recruiting, hiring, training and developing Activities Guide team members; plan and provide training and guidance daily, weekly and monthly.
- Interact with team members, guests, management and ownership in a professional and caring manner.
- Provide knowledge of all activity programs, procedures and prices to inform other departments and guests regarding programs.
- Assign team members to daily activities.
- Work closely with other departments on providing effective communication, planning and organization to ensure all Activities needs are met.
- Provide a level of service that meets the highest standards in the Hospitality industry.
- Oversee team members to ensure consistent department practices.
- Maintain and motivate Activities Guide team members.
- Communicate with the Director of Activities on all pertinent program information.
- Create weekly departmental work schedules.
- Be a decisive team leader, offer experience developing and motivating team members and provide effective training programs. Create and maintain an environment that addresses the personal and professional needs of all team members through the mission and culture of the company. Monitor and communicate performance of all team members.
- Ensure that Activities team members maintain performance factors as established in respective job descriptions, including attendance, teamwork, initiative and productivity.
- Achieve the highest possible guest satisfaction.
- Monitor personal and team hours to responsibly control and fairly distribute approved overtime when necessary.
- Assist in equipment maintenance and care.
- Assume responsibilities and tasks when the Director of Activities is out of the office.

KNOWLEDGE, SKILLS AND ABILITIES

- Bachelor's degree in a related field
- 3+ years of direct management experience including managing people and being accountable for operations
- Demonstrated experience working with various activities, such as mountain biking, fly-fishing and ATV riding
- Experience working at a resort, club or similar type of property
- Valid driver's license and the ability to meet company driving policy

BENEFITS

The position offered is full-time and year-round and located in Greenough, Montana. 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

For more information on Paws Up, visit www.pawsup.com

WAGE

To be discussed