



Seasonal Job Descriptions

Guest Services Agent / Concierge / Team Leader

This position serves as the primary guest-facing hospitality contact for our guests.

Duties include:

- Driving to transportation hubs and picking up/delivering guests to the resort
- Checking in, rooming and orienting guests and assisting them throughout their stay
- Planning and scheduling the guests' experiences, activities and trips
- Scheduling and directing your co-workers who provide the experiences, activities and trips
- Coordinating with other departments on the resort to ensure a seamless and stress-free experience for the guests
- Responding to any and all needs, concerns and issues that guests may have

Skills and Experience Required:

- Friendly and outgoing personality with a good understanding of both rooms and food and beverage operations
- Extremely self-sufficient with good analytical, administrative and problem solving skills
- Ability to manage multiple tasks, guest issues, co-workers in stressful situations
- Five-star resort experience in guest relations desirable

Butler / Server / Housekeeper

This position serves as the primary guest-facing service provider for our guests.

Duties include:

- Stripping and making beds and cleaning tipi guestrooms
- Cleaning and setting bathrooms
- General cleaning and housekeeping
- Serving food and beverages in a five-star environment

Skills and Experience Required:

- Friendly and outgoing personality with a good understanding of both rooms and food and beverage operations
- Strong five-star resort experience in housekeeping operations and/or food and beverage service desirable
- Wine and alcoholic beverage preparation and service highly desirable
- Ability to manage multiple tasks, guest issues, co-workers in stressful situations
- Ability to do heavy physical work on your feet including walking, carrying, bending and lifting up to 40 pounds

Culinary Staff

This position will handle all food and beverage preparation and clean-up work

Duties include:

- Preparing of a broad range of food for all meal periods including snacks and desserts at a five star level
- Preparing a broad range of base products, condiments and bakery items including stocks, jams and preserves, meat based sauces, barbecue and hot sauces, salsas, breakfast breads, pastries and confections
- Cleaning the kitchen and all kitchen equipment
- Ware washing and pot washing
- May involve some guest interaction to explain preparation techniques

Skills and Experience Required:

- At least two years of culinary experience in both hot and cold food preparation
- Broad experience in various culinary styles at a five-star level
- Good experience in pastries, desserts, confections and base product preparation
- A willingness to learn new skills and preparation techniques

Activities / Tour Guides

These talented individuals will provide our guests with informative, entertaining and/or educational activities, presentations and trips. (N.B. These roles may be carried out in part by individuals working in the other positions listed here)

Duties include:

- Lead and direct activities that are informative, entertaining and/or educational related to western history, Native American culture and the industry/ecology of this area
- Guide, train and educate guests on nature tours, hiking and mountain climbing, trail biking, archery, ATV riding, birding trips, horseback riding, Yoga, Pilates and Tai Chi
- Deliver presentations on a broad array of topical subjects such as the wild west, the history of western settlement, wild horse and land use issues, wildlife, ecology, astronomy, geology, mining, Native American history, Native American culture, dance and music and/or Western music
- Perform music or dance from either the western or Native American traditions

Skills and Experience Required:

- Use of recreational vehicles and trip-specific equipment is essential
- Thorough and credentialed knowledge of specific topics required
- Experience providing guided tours and speaking in front of a variety of audiences is required
- Confident performance skills and experience
- Ability to walk and/or be on your feet for extended periods of time

Massage Therapist / Esthetician

This position will provide our guests with luxury spa level massage and aesthetic treatments in a broad range of modalities except for hydro-therapies

Duties include:

- Providing massage and other aesthetic treatments in a broad range of modalities excluding hydro-therapy
- Lead guests in Yoga, Pilates and Tai Chi classes
- Deliver presentations on a broad array of topical health-related subjects, if qualified

Skills and Experience Required:

- Licensed Massage Therapist in Nevada or a state with reciprocity
- Experience as a Yoga, Pilates or Tai Chi instructor desirable
- Thorough and credentialed knowledge of specific presentation topics required
- Experience providing guided tours and speaking in front of a variety of audiences is desirable if making presentations
- Ability to walk and/or be on your feet for extended periods of time

Maintenance / Grounds Keeper

This position will be the "heavy lifter" of the ranch

Duties include:

- Ensuring that all facilities and grounds are well maintained
- Setting up and maintaining camps and tipis, including moving furniture, securing poles and canvas, and trucking materials up and down the mountain
- Performing a broad range of handy work and repairs in many trades

Skills and Experience Required:

- Excellent and broad-based handyman skills including high and low voltage electrical, mechanical, HVAC, plumbing, automotive and carpentry
- Creative and resourceful with the ability to diagnose breakdowns and failures accurately and implement temporary and permanent repairs and work-arounds
- Able to lift 100 pounds
- Willing to be on-call to respond to emergencies 24/7

Driver

This position will drive large vehicles providing laundry, water and other supplies

Duties include:

- Driving a variety of large commercial vehicles on paved and unpaved roads to supply the resort

Skills and Experience Required:

- A clean driving record and background check
- Experience driving a large variety of vehicles
- A commercial driver's license is desirable