



The High Lonesome Ranch

JOB DESCRIPTION

ASSISTANT RANCH SERVICES MANAGER

Date: 2nd Quarter 2020

Department: Ranch Services

Reports to: RANCH SERVICE MANAGER/ GM

Employment: FULL TIME/EXEMPT

GENERAL PURPOSE

This position will be responsible for assisting the Ranch Services Manager in their coordination of the administrative operations of The High Lonesome Ranch Property, located north of DeBeque Colorado. It is imperative that a successful candidate possess a self-motivated work ethic. This position will be accountable for achieving budgeted revenues/profits, while maintaining the operational and service standards prescribed by The High Lonesome Ranch ownership, managing partners, General Manager and Ranch Services Manager.

RESPONSIBILITIES

Responsible for implementing and executing HLR's Ranch Service operations as set out by the Board of Directors and General Manager.

ADMINISTRATION TASKS

- Provide the highest quality of service to the customer at all times and ensure that employees of your department do the same.
- Assist in the management and coordination of the activities related to Ranch Service staff.
- Assist Ranch Services Manager in sourcing talent, interview applicants, facilitate orientation, and train new employees. Conduct ongoing training to increase job knowledge and skill level.
- Coach and counsel employees to encourage positive behaviors and correct negative behaviors.
- Initiate or suggest plans to motivate employees to achieve related goals.
- Comply with all regulations and guidelines for Human Resource tasks.
- Be knowledgeable of employee benefits procedures and administration. Guide or direct employees to benefits information.
- Ensure proper hiring practices comply with eVerify, I-9, ADA and EEO requirements.
- Assist in ensuring accounting policies are in place and strictly adhered to. Manage the internal accounting of the property.
- Assist in accounts payable and receivable operations
- Ensure all equipment is maintained in accordance to the service standards and outages are reported and resolved in a timely manner with the Maintenance and Landscape Supervisor.
- Responsible for management systems – accounts payable, accounts receivable, payroll, scheduling, etc.
- Ensure compliance with all standard operating procedures and ranch procedures.
- Help ensure employees follow safe working procedures.
- Responsible for passing safety and compliance audits.
- Act as primary contact for vendors not assigned to other departments.
- Help employees adhere to all work rules, procedures, and policies established by the company, including, but not limited to, those contained in the employee handbook and individual department procedures.

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- This position must perform other managerial duties as assigned, of which the employee is capable. Hands on work may be required at times.
- This position may need to work nights, weekends, and holidays as necessary based on events scheduled at the property.
- Attend HLR meetings as needed by the General Manager
- Communicate HLR Model, Adaptive Grazing, Regenerative Agriculture and other Landscape Initiatives and onsite practices to HLR and HLI guests, staff, partners, etc.
- Collaborate and cooperate with The High Lonesome Institute and HLR Partners on specific initiatives (as needed), to further the goals of The High Lonesome Ranch

GUEST SERVICE TASKS

- Assist in monitor service trends by speaking with guests, reviewing written guest comment cards, and guest tracking information to ensure service standards are achieved.
- Review individual guest surveys, guest satisfaction reports, online reviews, verbal comments, and the service recovery/defect tracking.
- Resolve all service issues via written communication or phone calls to complete the satisfaction of the customer.
- Empower and teach all employees how to resolve guest questions and/or complaints.
- Coordinate implementation of service strategies for The High Lonesome Ranch
- Assist in review inventory control and selling strategy multiple times a day.
- Assist in monitoring house count to ensure rooms are ready for guests at check-in.
- Assist in ensuring food safety and sanitation.
- Assist in room inspections and property walks.
- Assist in compliance with liquor laws and regulations.
- This position must perform other managerial duties as assigned, of which the employee is capable. Hands on work may be required at times.

SALES & MARKETING TASKS

- Research and development of new business opportunities, cooperative partnerships, contract review and logistical requirements.
- Development of new business by creatively resolving special customer requests through making sound business decisions, passing on leads, conducting tours, making sales calls, and actively participating with community organizations.
- Assist with ranch staff understanding of national sales and marketing programs and promotions.

SKILLS

- Two to five years of hotel or resort management and operations is preferred.
- The ideal candidate will have a broad working knowledge of all administrative departments of a large organization including but not limited to: resort operations (guest services, housekeeping, dining, etc.), marketing, sales, accounting, and human resources.
- The ideal candidate will be flexible and have the ability to adapt to new situations with ease.
- Impeccable organizational skills are a must.
- The ideal candidate will be guest and customer service focused and promotes teamwork amongst all ranch staff.
- Must be reliable and dependable and possess exemplary judgment and problem-solving skills.
- Experience related to food and beverage and dining management is a plus.
- Past experience with sales and marketing, accounting, and human resources is desired.

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- Must be familiar with federal and state employment law provisions including, eVerify, I-9, W-4, ADA, EEO requirements, etc.

COMPENSATION & BENEFITS

Position Type: Fulltime, Exempt.

Base Pay: \$45,000-\$65,000 (salary) DOE.

Education: High school or equivalent (Required.) A two-year degree in business, hotel management, or other applicable degree program preferred. Combination of education and experience will be considered.

Work Location: The High Lonesome Ranch, Debeque Colorado.

Benefits:

- Medical
- HSA
- On-Site Housing Is Available for Rent, if Vacancy is Open.
- Clothing Allowance
- Leave Consisting of -Vacation, Sick, and Holiday
- Life Insurance
- 401k Vested Matching
- Revenue Sharing

About the Property:

The High Lonesome Ranch sits along the spine of the continent on the Western Slope of the Colorado Rockies. A national park-scale landscape perfectly situated to help connect large ecosystems, we are right on a key habitat corridor. We are working to restore, conserve, and steward a large western landscape, which contributes to a western wildway for wildlife to roam and thrive that stretches from Mexico to Canada. A private conservation organization founded over 20 years ago, we are addressing the challenges of stewarding this landscape for habitat connection while we still can and encouraging people to use it. With mountain forests, grasslands, spring creeks, and alpine mesas at an altitude that ranges from 4,000 to 9,000 feet, the ranch is home to diverse wildlife and provides a vast playground for sports and wilderness activities.

We want guests to share our landscape. Our mission to restore this ecosystem and conserve this swath of land while inviting use of it is only one of the things that sets us apart from other ranches. The High Lonesome Ranch continues our mission of restoring and conserving this iconic landscape for the land itself, for the wildlife, and so all of us will still have wild places to go and play. Outdoor enthusiasts are conservationists at heart. We invite you to join us.

For more information about the property please visit: <http://www.thehighlonesomeranch.com/>