



# The High Lonesome Ranch

## JOB DESCRIPTION

### RANCH SERVICES MANAGER

Date: 2<sup>nd</sup> Quarter 2020

Department: Ranch Services

Reports to: GENERAL MANAGER / HLR Board

Employment: FULL TIME/EXEMPT

### GENERAL PURPOSE

*This position will be responsible for coordinating the administrative operations of The High Lonesome Ranch Property, located north of Grand Junction Colorado. This position entails all parts of Ranch Administration including but not limited to the direct management of human resources, sales, marketing, accounting, and the overall management of full time, part time, and seasonal staff as they relate to the guest services operations and general administration of the property. 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 and General 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.
- Manage and coordinate the activities of ranch service staff.
- Interpret company policies and provide a safe work environment by ensuring compliance with safety programs and job safety analysis.
- Source 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.
- Analyze and resolve work problems or assist employees in solving work problems.
- Initiate or suggest plans to motivate employees to achieve related goals.
- Comply with all regulations and guidelines for Human Resource tasks.
- Recommend or initiate personnel actions, such as promotions, transfers, disciplinary measures, and terminations.
- 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.
- Ensure accounting policies are in place and strictly adhered to. Manage the internal accounting of the property.
- Input and reconcile invoices.
- 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.

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- Ensure compliance with all standard operating procedures and ranch procedures.
- 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.
- 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.
- Able to carry out supervisory duties for any department under the direction of the General Manager. Prepare and communicate a Monthly Report to the GM
- Attend HLR meetings as needed by the General Manager
- Be communicative and pro-active with existing and future owners
- Communicate HLR Model, Adaptive Grazing, Regenerative Agriculture and other Landscape Initiatives and onsite practices to HLR and HLI guests, staff, partners, etc.
- Collaborate with Livestock & Agricultural Manager & team to ensure optimal recreation areas for all guests
- 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**

- 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
- Recognize employees for demonstrating outstanding service initiative with guests and fellow associates.
- Review inventory control and selling strategy multiple times a day. Monitor house count to ensure rooms are ready for guests at check-in.
- Ensure food safety and sanitation.
- Complete room inspections and property walks.
- Ensure compliance with liquor laws and regulations.

### **SALES & MARKETING TASKS**

- Support research and development of new business opportunities, cooperative partnerships, contract review and logistical requirements.
- Support 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.
- Ensure ranch staff understands national sales and marketing programs and promotions.

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### SKILLS

- Ten 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.
- 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: \$58,000-\$78,000 (salary) DOE.

Education: High school or equivalent (Required.) A four-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/>