

Guest Experience Associate Lead

DIVISION/DEPARTMENT: *Guest Experience*

LOCATION: *Bozeman, Montana*

JOB TITLE: *Guest Experience Associate(MT C)*

REPORTS TO: *Operations Manager*

NUMBER OF DIRECT REPORTS: *0*

JOB SUMMARY: *The Guest Experience Associate is responsible for providing an exceptional customer experience to guests at the Ranch by leading activities including tours of Yellowstone Park, Snowshoe, and Mountain Bike tours. They are also responsible for the proper handling and delivery of guest luggage to and from the airport.*

Level of supervision:

- Minimal
 Moderate
 Close

FLSA Status:

Nonexempt

Overtime/weekend work required?

- Yes
 No

Travel required?

- Yes
 No

_____%

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- **ACTIVITY GUIDE IS RESPONSIBLE FOR THE FULL OPERATION FO THE GUIDED TOURS**

- Gather, organize, and load all necessary equipment prior to tour including sports equipment, first aid supplies, food, beverages, ect.
- Safely transport group to tour site, describing points of interest or wildlife to guests, answering questions.
- Instructs guests on the equipment usage, safety procedures, and tour regulations prior to start.
- Lead tour, monitoring guest activities to ensure safety and addressing any issues that may arise during the trip.
- Engage guests in the tour, noting points of interest, history, and describing local plant and wildlife.
- Accurately complete Equipment Check Out Sheets and Trip Reports and turn in to the Operations Manager.
- Clean tour bus, van, and equipment after use.
- Other duties as assigned.

- **LUGGAGE HANDLING**

- Using the manifest, properly gather and label all guest luggage at airport and prior to guest departure from ranch.
- Securely load and transport guest luggage to and from airport in company owned vehicle.
- Accurately distribute guest luggage to rooms and notify appropriate staff of luggage delivery.

Note: Nothing in this job description shall constitute a contract of employment or a contract or agreement for a specified term of employment, nor does it restrict management's right to assign or reassign duties and responsibilities to this job at any time.

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- Other duties as assigned.

ESSENTIAL JOB REQUIREMENTS AND SKILLS:

- Must have strong verbal and written communication skills.
- Must be able to follow directions and work independently.
- Ability to effectively instruct and convey information to an audience.
- Ability to problem solve and multitask in a fast paced environment.
- Valid state Driver's License.

WORK EXPERIENCE REQUIREMENTS:

- Previous experience as a recreational guide or tour guide is preferred, but not required.

EDUCATION REQUIREMENTS:

- High School Diploma or Equivalent.

PHYSICAL REQUIREMENTS OF THE JOB (i.e. LIFTING, WALKING, CLIMBING, etc.):

- Ability to frequently lift and carry luggage and equipment weighing 25-50lbs, 75 lbs. occasionally.
- Ability to participate in cross country skiing and snowshoeing activities.

Date created: 03/23/06

Updated as of: 5/30/06

Updated/created by: KFS Consulting

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