

Guest Relations

One of the primary reasons for the Feathered Pipe longevity and revered stature within the health, wellness and yoga community of America is the sense of 'coming home' our guests feel when they visit the Ranch. The warm and easy going demeanor of the staff paired with our attention to our guests' comfort is what makes all feel welcome and desiring to return.

If these are skills that come to you naturally, and bringing a smile to another's face is what inspires and moves you through your day, then please investigate these work and volunteer opportunities and consider joining us for a season or even longer!

Guest Relations Facilitator 2021 Season

The Guest Relations Facilitator is a multifaceted position that is focused on several areas that contribute to the overall guest experience: assisting the Guest Relations Director in serving as a liaison between guests, teachers, and staff, driving as a "get person" to pick up people and supplies, working in the kitchen services as a (prep)cook and server, and helping prepare the facilities to receive guests.

The individual in this position will help the Guest Relations Director to organize Ranch guest services by addressing guest requests and ensuring our clients are cared for, safe, and satisfied. This entails working closely with staff and guests to make sure this is accomplished.

Responsibilities include picking up guests at airport and hotels, greeting guests as they arrive, coordinating their check-ins to assigned lodging, orientation, and familiarizing them with the Ranch facilities. Throughout the retreat week, the Guest Relations Facilitator will act as a liaison between staff responsible for guest services (housekeeping, meals, and maintenance) and our cherished guests and program leaders.

In addition to guest-related services, the Facilitator will work as a "get person" to purchase and pick-up foods and supplies, as well as shuttle guests to the airport and hotels.

This individual will also work shifts in the kitchen as a cook and/or prep-cook, help with serving meals, assist in cleaning common areas, and work with tasks associated with opening and closing the Ranch.

The ideal candidate for this position will enjoy doing diverse tasks while having a flair for communication and a demonstrated ability to resolve problems in a timely and friendly manner. Our dream candidate is outgoing, friendly, and has excellent people skills, as well as practical cooking and safe driving skills. He/she should also be able to enforce Foundation policies and relevant federal, state, and local regulations without hurting guest feelings.

CORE RESPONSIBILITIES

- Work in close collaboration with the Guest Relations Director
- Provide positive guest experiences for clients throughout the duration of their stay
- Ensure guests are properly greeted upon their arrival
- Function as "Get Person" who drives to, picks up, and shops for food and supplies and drives to pick up guests at airport and hotels.
- Coordinate guest arrival and departure transportation
- Monitor the condition of community spaces and lodging accommodations to ensure cleanliness and safety of facilities
- Work closely with Ranch staff and contractors to ensure the grounds and its facilities are clean, safe, and appealing
- Promptly address guests' requests concerning meals and accommodations
- Actively listen to and resolve complaints
- Coordinate and manage communication between guests/teachers and staff and follow up to ensure we resolve concerns
- In cooperation with Guest Relations Director, examine daily duties, assign tasks and check on progress, as needed, and liaise with housekeeping, kitchen, and maintenance staff to provide an overall comfortable guest experience
- Establish friendly relationships with guests
- Assist with and help coordinate periodic live-streaming events, classes, and programs at the Ranch

- Train and mentor junior and new staff members in developing their skills and updating them with knowledge regarding Feathered Pipe Foundation policies
- Work shifts in the kitchen as a (prep)cook and serve meals
- Participate in meetings.
- Help with set up and take down of the Ranch facilities.
- Periodically work with Online/Marketing Team to help create content for the Feathered Pipe's online presence including the website, social media, and/or (live)streaming classes or events.
- Other duties as assigned.

REQUIREMENTS

- Exceptional interpersonal communication skills as he/she constantly needs to build a positive relationship with guests as well as all staff members
- Education beyond high school level, preferably 4-year college degree and/or training in hospitality and/or management.
- Demonstrated ability to solve problems through nonviolent communication and other problem- and conflict-resolution skills
- Work experience as a host(ess), guest relations manager, similar role, or experience/training in communications and willingness to learn.
- Strong customer service drive with outstanding communication and active listening skills
- Respect for and enthusiasm about interacting productively with individuals from diverse backgrounds
- Affinity for working politely, professionally, and respectfully with colleagues and guests
- Commercial cooking skills
- Safe driving skills
- Willingness to work with management to explore new approaches to improve operational efficiencies and the guest experience
- Ability to work flexible hours
- Strong sense of responsibility and a professional presentation
- Be willing to follow COVID-19 protocols including but not limited to **mask wearing**. Protocols are subject to change.

- **COVID-19 vaccine required:** In order to ensure safety for staff and guests, COVID-19 vaccine is required for staff who work on grounds.

PREFERRED SKILLS

- Facility with Internet live-streaming technology to assist with occasional webcasting of Ranch events

General Information

The Feathered Pipe Ranch is not just a place to work. It is an extraordinary place with a rich history and staffed by a team of collaborative and openhearted individuals motivated by a shared commitment to have a positive impact on the world. The work we do to take care of the Ranch and minister to our cherished guests is rewarding – but our culture offers our staff so much more:

- Fresh mountain air, access to hiking trails and lake, and more.
- Opportunities to participate in vital philanthropic work.
- Strong team camaraderie that comes from a group of hardworking and cooperative individuals who enjoy being in the company of guests and colleagues who care deeply about bringing about a better world.

In short, working at the Ranch offers the room and space for everyone to grow, connect, create, collaborate, and have fun along the way.

IMPORTANT INFORMATION FOR ALL POSITIONS

- **Seasonal contracts** are from May - mid-October, 2021.
- Schedule may change from week to week and because we have a small staff and we all pitch in when needed.
- Flexibility is essential because duties may periodically extend beyond the position description.
- Must be willing to follow COVID-19 protocols including but not limited to **mask wearing**. Protocols are subject to change and staff will be expected to comply in the interest of our collective health.

- **COVID-19 VACCINE REQUIRED:** In order to ensure safety for staff and guests, COVID-19 vaccine is required for staff who work at the Ranch. If you cannot or do not want to get a vaccine, please check back with us in 2022.

To Apply: Thank you for your interest. Please submit the job application and your resume to jobs@featheredpipe.com. A cover letter is appreciated but not required. We will reach out to those who best meet our qualifications.

Feathered Pipe Foundation is an Equal Opportunity Employer. Feathered Pipe Foundation does not discriminate in hiring based on age, gender, sexual orientation, race, ethnic origin, disability or religion.