



Overview: [Three Points Ranch](#) (TPR) is seeking a **Guest Services Manager** to manage all reservations and correspondence (remote), guest check-in and check-out (on-site), and marketing outreach (remote). TPR is a family-owned 540 acre ranch in Round Mountain, TX (15 miles from Johnson City / 8 miles from Marble Falls) that serves as a group vacation rental and wellness destination. Must be able to start on or before March 1, 2024.

Requirements (non negotiable):

- Must be able to work flexible hours remotely and at least 3-5 hours of on-site hours per week or more, which includes Friday afternoons
- Must be able to lift at least 70 pounds
- Must have a valid driver's license and US work authorization.
- Organized person with experience working in hospitality/guest services relations.
- Must have excellent writing skills and people skills
- Experience in social media outreach and/or marketing desirable
- Must feel comfortable working outdoors when on-site at the ranch
- Must live within 20 miles of TPR

Compensation:

- \$20-25 an hour depending on experience
- Average of 5-15 per week with some weeks under 5 hours if no bookings
- Hour tracking: Must be able to keep track of own hours in 7.5 minute increments when needed for calls, texts, emails

Duties:

- Answer questions about future and existing reservations in a timely manner via email and phone (email and Google Voice)
- Create and update quotes using online reservation software (Owner Rez) as needed
- Perform [Guest-Ready Duties](#) (before guests arrive and after housekeeping)
- Conduct [Guest Check-in Walk-thrus](#) (*performed mainly on Fridays*)
- Conduct Guest Check-out Walk-thrus (*performed mainly on Mondays*)
- Draft content and post to social media account (one per week)
- Must be available to respond to guests via phone on weekends when they are on the premises to answer any questions and troubleshoot issues with owners or ranch hand
- Maintain overall calendar of upcoming reservations and schedule housekeeping accordingly
- Perform other duties as needed

To Apply: Please email your resume and a brief cover letter or email explaining your interest in this role, compensation requirements, and anticipated availability to start work to jobs@threepointsranch.com. No phone calls please.

Diversity Statement:

All are welcome at the Three Points Ranch, and on our team. We strive to make people of all walks of life feel welcome here throughout our work culture, values, hospitality, and learning. And expect anyone we partner with to do the same.