



2015 Job Descriptions

Wait Staff

Working under the direction of the lodge and floor manager/shift supervisor, and in cooperation with the Chef and kitchen staff, the wait staff presents the Chef's menus, takes orders, and serves the morning and evening meals to guests, performing all related tasks. Attentive, gracious, service to guests, careful performance of daily side work and adherence to standards and practices for safety and sanitation in the kitchen and wait alley areas are essential elements of the IRMR wait staff job. Duties of the AM Wait Assist (below) are considered shared duties, and assumed exclusively by wait staff when the assist is not present.

AM Wait Assist: Working cooperatively with the lead wait person and kitchen staff, the principal duties of the wait assist are maintaining the breakfast and sack lunch buffets, clearing and resetting tables, providing cheerful, professional direction, conversation and service to the guests, side work throughout and at the close of the shift, and other duties as assigned and directed to maintain the service and facility standards of the Ranch dining program. This shift may be filled by a wait staff member, or employee from another department such as housekeeping.

Housekeeper

Working under the direction of the head and lead housekeepers, housekeepers' main responsibilities are to maintain the appearance and cleanliness of the Ranch guest accommodations and public areas, with the detailed attention necessary to ensure the high standards that distinguish the Ranch. Tasks and duties include: making beds, cleaning bathrooms, windows, and floors, doing laundry, maintaining and restocking supplies, sweeping and mopping, and other duties as assigned and needed. Housekeepers may be asked to fill the Wait Assist position; see duties above.

Children's Program

Working under the direction of the lodge and floor manager/shift supervisor, the person responsible for the children's program plans activities, crafts, and games appropriate to the participating children's ages and the available Ranch facilities, safely entertaining and playing with the children during the evening dinner hour 3 nights per week. Most children participating are 6 – 12 years of age; there are occasions when younger children join the program. These shifts would be combined with another position, for example housekeeper or guest services host.

AM and PM Guest Services Host/Office Assistant

Working under the direction of the lodge and office managers, and in cooperation with other service staff, the main responsibilities of the guest services hosts are to interact with guests with professionalism and grace, while performing all related office and floor duties, during day and evening shifts. Host are responsible for enthusiastically welcoming guests, setting the tone and then properly maintaining the Ranch welcome throughout their stay with attentive service and careful attention to the details of host tasks. Daytime shifts are more focused on office responsibilities; the evening shifts are more involved with the dining and beverage program, as well as performance of office functions. Hosts will be trained and able to work AM and PM guest services shifts. Responsibilities include: Acquainting guests with our program and available activities at check-in and throughout their stay; assisting in planning and booking activities and appointments, retail sales, billing, check-outs, making reservations and appropriate follow-up, handling phone calls and emails, generating daily and weekly guest reports, fielding communications received by the office and disseminating information appropriately, seating and servicing guests during the dinner hour, including beverage service. Hosts also will provide assistance to the office manager, e.g., with paperwork and routine tasks, as requested.

Maintenance/Ranch Hand

The Ranch Hand works with and under the supervision of the ranch manager and the maintenance manager to maintain all ranch property and structures in top-notch condition, responding to requests from all departments to address maintenance concerns necessary to support a quality guest operation. Responsibilities include: cutting, splitting and stacking firewood; general landscaping including mowing lawns, watering plants, planting trees, etc.; clean hot springs pool weekly; light maintenance to include electrical, plumbing, automotive, painting, etc.; weekly fueling, washing, waxing of Ranch vehicles; flood irrigation of ranch pastures using ATV; maintenance and construction of wire, electrical and wood fences; routine maintenance and repair of fishing gear, guest mountain bikes, sprinkler system, and other duties assigned that could include minor plumbing/carpentry/electrical repair; some guest service duties including parking assistance, casual conversation with guests to provide ranch directions or provide maintenance; other duties as assigned. A valid driver's license, ability to drive a manual transmission pick-up truck, knowledge of safe operation of power tools and equipment, capacity to do physical labor, and ability to work independently are required. Ranch hand is required to be on-call (usually 3 nights a week). On call duty requires staying on ranch property after normal work hours and being in a condition to answer emergencies and other issues that come up during evening and night time hours. Previous maintenance, ranch or construction experience is a plus but not necessary; training is provided when required.

Baker

The Baker at IRMR is expected to make, under the direction of the head chef: breads, salads and lunches for guest picnic lunches, desserts, and breakfast pastries and candies for up to 50 guests per day. The Baker also will assist during dinner hours with preparation of salads and desserts. Bringing personal food experiences to the IRMR Kitchen is appreciated and expected to further our food program and guest experience. Everyone in the kitchen will help out at some point with the IRMR employee food program and dishes. Everyone is expected to work split shifts as needed.

PM Line Cook

The PM Line Cook's main job at the IRMR is to help the Executive and Sous Chef organize, prep and produce high quality dinners for each week's multi-coursed meals in the lodge dining room, and 4 weekly outdoor dinner events: BBQs, Dutch oven dinner, and wood-fired oven dishes. Bringing personal food experiences to the IRMR Kitchen is appreciated and expected to further our food program and guest experience. Knowledge and experience with an outside BBQ, wood-fired oven, as well as grill, sauté, prep and plating skills are very important. In addition, the PM line cook is expected to fill in for other positions wherever needed throughout the summer. These may include baking, am/breakfast line cooking or preparing lunches. Everyone in the kitchen will help out at some point with the IRMR employee food program and dishes. Everyone is expected to work split shifts as needed.

Prep Cook/Floater

The Prep Cook/Floater's main jobs at IRMR are to prepare our gourmet sandwiches and salads for the ranch guests and help out with AM dishes, fill the baking shift on the baker's days off and cook breakfast for the AM line cook on their days off. This position also will be asked to help with garde manger/desserts and salads on fine dining nights. Some of the daily duties will include: prepping for and producing sandwiches and salads, keeping a clean station throughout service, breaking down the station and re-prepping for the next day, doing the breakfast dishes and maintaining the staff kitchen area. The person filling this position is expected to help out wherever needed and perform any tasks as directed by the Head or Sous Chefs. Everyone in the kitchen will help out at some point with the IRMR employee food program and dishes. Everyone is expected to work split shifts as needed.

AM Line Cook

The AM Line Cook's main job at IRMR is to prep and cook breakfast for up to 50 guests and 30 employees 5 mornings a week. They will work with the Chef to design daily breakfast specials, prep for dinner after breakfast service and perform all tasks necessary for the kitchen's proper daytime functioning. Other AM Line Cook duties will include: assisting with guest sandwiches when busy, maintaining a clean line throughout service, doing breakfast dishes and assisting with the upkeep of the staff kitchen area. The AM line cook also is expected to fill in for other positions wherever needed throughout the summer. Bringing personal food experiences to the IRMR Kitchen is appreciated and expected to further our food program and guest experience. Knowledge and experience cooking high-quality breakfast food with consistency in a fast-paced environment and plating skills are very important. Everyone in the kitchen will help out at some point with the IRMR employee food program and dishes. Everyone is expected to work split shifts as needed.

Dishwasher/Kitchen Assistant

The Dishwasher/Prep Cook at the IRMR's main job each day is to keep the dish pit free and clear of all dishes during their shift, as well as put all dishes/pots/pans/utensils away properly. They will also need to clean and close the dish pit at the end of the night, helping the pm cooks close the kitchen. Various other tasks may be assigned during the day/night as needed depending on the needs of the kitchen. These may include: filling in for sandwich/salad preparer two mornings a week, prepping/preparing food, putting orders away, cooking staff meals, organizing/cleaning the kitchen and upkeep of staff kitchen area. Any other tasks that the Executive Chef or Sous Chef needs according to that day's menu will also be a necessity, basically helping out wherever needed. Everyone is expected to work split shifts as needed.

Sous Chef

The Sous Chef of IRMR will fulfill the duties of the Head Chef when he/she is not present. Positive, effective performance of managerial tasks and producing/cooking high quality food on a daily basis are crucial functions. The sous also needs to have the skill set and willingness to fill in wherever needed in the daily operations of the kitchen, including cooking breakfast, lunch, dinner, doing dishes, putting orders away and maintaining standards of cleanliness and organization. As the second in command, the Sous Chef is expected to keep staff morale high, as well as maintain a friendly and professional attitude towards all guests. Ability to create daily menus/dishes, think on your feet in a fast paced environment and solid knowledge and experience with Ranch cuisine are important attributes. Everyone in the kitchen will help out at some point with the IRMR employee food program and dishes. Everyone is expected to work split shifts as needed.