Position: Activities Coordinator  
Reports to: Activities Manager  
Department: Activities  

**Job Summary**  
To promote guests’ enjoyment of their stay at Triple Creek Ranch through a polite and conscientious presentation of the activities and opportunities available, to assist guests in deciding which activities they would like to participate in, and to accommodate guests’ requests while exceeding their expectations.

**Minimum Required Qualifications**  
The person in this position needs to:
- Frequently remain in a stationary position staffing the activities desk.
- Frequently move about the lodge and guest cabins to assist guests and provide lodge and cabin tours.
- Constantly operate a computer and other office equipment including copiers, laminator and calculator.
- Occasionally position oneself to reach items in low lying cabinets and drawers.
- Constantly communicate with guests, contractors and employees regarding guests’ activities.
- Occasionally move equipment and boxes weighing up to 25 pounds across short distances.
- Frequently work in a noisy, crowded, fast-paced environment with many distractions.
- Must have a valid driver’s license, a clean driving record and be insurable on our company liability insurance as a driver of company vehicles.

**Essential Functions**
- Create a positive and energetic environment that supports the delivery of an exceptional guest experience while upholding the highest level of TCR and Relais & Châteaux standards.
- Maintain the extraordinary five star TCR image and resort appearance including all service, cleanliness, and appearance standards.
- Inform guests of activities available at Triple Creek Ranch and accommodate guests’ requests within the management framework.
- Attend necessary meetings to disseminate guest activities to staff on both shifts.
- Coordinate guests’ requests with appropriate department managers, e.g. wrangler, dining room, kitchen, housekeeping and guest services.
- Keep accurate records and make them available to other Activities Coordinators.
- Coordinate with off-ranch service schedules and provide itineraries as needed.
- Maintain fishing equipment, schedule fishing guides and obtain guests’ fishing licenses.
- Provide games, movies, umbrellas and any other miscellaneous items to guests.
- Organize and take pack lunch orders and communicate requests to the kitchen.
- Help plan and schedule special activities for the ranch and notify guests.
- Help with gift shop sales and keep accurate sales records.
- Help keep guest bills current by adding any activity or retail sales charge.
- Give lodge/cabin tours for new guests and visitors.
- Help in the guest services office to answer phones.
- Arrange airport transfers and drive arriving and departing guests to and from the airport when needed.
- Find opportunities to market Triple Creek Ranch year-round and promote all seasons to Triple Creek Ranch guests during their stay.
- Have a thorough knowledge of the operation of Triple Creek Ranch.
- Maintain regular and punctual attendance.
- Work a variety of shifts including nights, weekends, holidays and overtime.
- Work cooperatively with other employees and departments and provide communications to team members on any special requests and changes to operational norms.
- Comply with company policies & procedures, safety standards & rules, and federal/state/local laws and ordinances.
- Perform any reasonable duties as deemed appropriate by management.

**Job Classification**
- This is a non-exempt position under the Fair Labor Standards Act (FLSA).
Disclaimer
This job description is not an exhaustive list of all functions that the employee may be required to perform, and the employee may be required to perform additional functions. Additionally, TCR reserves the right to revise this job description at any time. The employee must be able to perform the essential functions of the position satisfactorily and that, if requested, reasonable accommodations may be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship.

Acknowledgment
I hereby acknowledge that I have read this job description (or had it read to me) and I fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department and if so I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the HR staff.

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