

Paid Summer Internships

Marketing, Sales & Guest Services

Joshua Creek Ranch
Boerne, TX

Description:

Looking for a few responsible and reliable Interns to join the Marketing, Sales and Guest Services team at Joshua Creek Ranch – a Premier Hunting Lodge and Texas Hill Country Resort since 1990. This individual will be a team player who is passionate about customer service, inspired by the outdoor sporting lifestyle and interested in pursuing a career in hospitality, hotel & restaurant management, outdoor recreation and/or wildlife/ranch management.

Interns at Joshua Creek Ranch will gain valuable experience in a wide range of disciplines including guest services, reservation management, marketing, sales, hospitality, events, Membership program, back office administrative functions and inter-departmental coordination and communication. The Internship is an office/pro shop-based position and part of a team that is considered the “hub” for all Ranch events, activities and reservations.

Joshua Creek Ranch is just 45 minutes northwest of downtown San Antonio and 15 minutes northwest of Boerne. The Ranch/Resort business model, minimal commute traffic, beautiful landscape, casual work environment and friendly clientele differentiate this unique opportunity.

Responsibilities:

- Support all aspects customer reservations and inquiries through multiple channels including phone and email
- Understand Ranch offering and pricing so that customer estimates and proposals can be provided in a timely manner
- Enter and manage customer reservation details in software program with daily calendar updates
- Perform various administrative and logistical tasks including data entry, scheduling and email correspondence internally and externally
- Provide exceptional customer service by answering calls, greeting customers and ensuring each guest has a 5-star experience
- Work closely with different departments (outdoor, food service, housekeeping, etc.) to bring details together for events and reservations
- Ensure appropriate hospitality-related preparations are in place before guests' arrival
- Varying degrees of event planning and management for a wide range of different occasions (i.e., group reservations, conferences, sporting, fundraisers, holiday events, themed promotions, etc.)
- Maintain a working knowledge of seasonal activities and facilities in crafting customized itineraries

- Strategize, plan and implement assigned marketing projects and programs that involve multiple channels including website, search engine marketing, online display advertising, social media, print magazine, trade shows, etc.
- Assist management, co-workers and other departments with various tasks and projects as necessary
- Initiate sales opportunities with visiting guests

Requirements:

- College student in pursuit of a career in hospitality, hotel & restaurant management, outdoor recreation and/or wildlife/ranch management
- Computer proficient with SaaS programs and Microsoft Office suite (Word, Excel, PowerPoint)
- Familiarity with Social Media, Online Advertising and Search Marketing
- Outstanding customer service skills, as well as excellent written and verbal communication abilities
- Strong business acumen and project management skills
- Highly detail-oriented and organized with strong follow-through work habits
- Strong time-management skills, including the ability to manage multiple projects with strict adherence to deadlines
- Must have ability to work in harmony with a team of diverse experiences and professions
- Self-motivated, self-starting team player who doesn't need to be micro-managed
- Good social skills in terms of making each customer feel like they are the "only" customer
- Able to work well under pressure and keep a calm demeanor
- Professional and respectful of authority, co-workers and especially customers
- Positive attitude, flexible and willingness to help mentality
- Vested interest and pride in the success of the company
- Must be willing to work weekends and longer hours, especially during peak seasons and special events as necessary
- Desired, but not required: Knowledge or Interest in firearms, hunting, fishing outdoor sporting activities

Compensation:

- \$10-\$12 hour
- On-site housing can be arranged

Contact:

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