

HOSPITALITY GENERAL MANAGER

Greenhorn Ranch is looking for an experienced Hospitality General Manager to lead the ranch, its people and the overall guest experience.

Greenhorn Ranch is a premier all-inclusive Western guest ranch nestled in Northern California's Sierra Nevada, where guests come to reconnect with family, nature, adventure and authentic Western hospitality.

This is a hands-on leadership opportunity for someone who enjoys being close to the operation, developing leaders, engaging with guests, driving financial performance and continually looking for ways to make the ranch better.

WHAT YOU'LL LEAD

- **Create an exceptional guest experience.** Be present with guests, anticipate needs, resolve concerns and continually look for ways to make a stay at Greenhorn Ranch memorable.
- **Lead and develop the team.** Coach department leaders, establish clear expectations, build accountability and create a positive, respectful workplace where employees can do their best work.
- **Own the operation.** Provide leadership across guest accommodations, housekeeping, food and beverage, activities, equine operations, events, maintenance, grounds and the property.
- **Drive financial performance.** Lead budgeting, forecasting, P&L performance, labor and expense management, purchasing and capital planning while balancing profitability with outstanding guest experience.
- **Grow the business.** Partner with ownership and the team to increase occupancy, repeat business, events and weddings, ancillary revenue and other opportunities that fit the Greenhorn Ranch experience.
- **Protect and enhance the property.** Ensure the ranch is safe, well maintained and ready to deliver an exceptional experience every day.
- **Build the culture.** Create an environment centered on hospitality, accountability, ownership, respect, professionalism, continuous improvement—and fun.

WHO WE'RE LOOKING FOR

You're an experienced hospitality leader who understands that great guest experiences don't happen from behind a desk. You're comfortable making decisions, solving problems and holding people accountable, while also knowing how to connect with people and bring out the best in your team. You are approachable, think like an owner and are excited to put your mark on a truly unique destination.

- Typically requires 5+ years of successful senior hospitality leadership experience, including General Manager experience within a resort, luxury hotel, lodge, guest ranch or other destination hospitality environment
- Strong financial and business acumen, including P&L responsibility
- Experience leading multiple operational departments and developing managers
- Food & Beverage leadership experience
- Strong communication, organizational and problem-solving skills
- A hands-on, highly visible leadership style
- High emotional intelligence, sound judgment, integrity and the ability to remain calm when things don't go according to plan
- A genuine passion for hospitality and creating memorable experiences

Experience with guest ranches, luxury resorts, outdoor recreation, all-inclusive properties, seasonal workforces, weddings or destination events is especially valuable.

ABOUT BENEFITS AND COMPENSATION

Greenhorn Ranch offers a competitive compensation package commensurate with experience, including a base salary and incentive opportunity. Additional benefits may include an annual performance bonus, health benefits compensation, paid time off, professional development opportunities, and potential housing or a housing allowance. Because of the seasonal nature of the ranch, this position may also offer a flexible seasonal schedule, including the potential for one to three winter months off each year.

Position compensation and incentives commensurate with experience.

We are an equal opportunity employer and consider all qualified applicants without regard to race, color, religion, sex, national origin, disability, veteran status, or any other protected characteristic under applicable law. Equal Opportunity Employer D/F/M/V.

Please send résumés & CVs to Rene Tuchscher (rene@wowredcow.com)

