



# CAROWINDS

## CHARLOTTE, NC.

### Food Service Associate

#### Host information

Located in Charlotte, North Carolina, Carowinds stands as the Carolinas' Premier Entertainment Destination. For over 50 years, families and friends have flocked to Carowinds for an AMAZING day the Carolina way. The state line separating North Carolina and South Carolina runs through the heart of the park, allowing guests and employees to travel between both states throughout the day! At Carowinds, you'll find nearly sixty world-class rides, the Carolinas' best waterpark, thrilling live entertainment shows, Camp Snoopy, and delicious down-home Carolina cuisine. As a member of the Cedar Fair family, we are committed to making every day "the best day" for our guests. We offer flexible schedules, exclusive perks, seasonal incentives, free uniform polos, and a wide array of job positions, from ride operations, food service, aquatics to leadership roles. At Carowinds, we believe in respecting, valuing, and appreciating our associates, ensuring they have fun while working. By joining our team, you'll gain valuable work experience and create memories that will last a lifetime.

**Host Website:** <https://www.carowinds.com>

**Site of Activity:** Carowinds a Cedar Fair Park

**Parent Account Name:** Cedar Fair Entertainment Company

**Host Address:** 14523 Carowinds Blvd Charlotte, North Carolina, 28273

**Nearest Major City:** Charlotte, North Carolina, Less than 10 miles away.

#### Placement information

**Job description:** Park Service Associate assists in maintaining the cleanliness of park grounds and restrooms. They constantly interact with park guests; by greeting, answering questions, providing directions and enforcing park rules/ safety concerns. Responsible to sweep park grounds, clean and stock restrooms and empty trash. This position uses all purpose cleaning chemicals.

This is the job for you if you like to work within a team but have assigned ownership of an area of the park, like to work outdoors and interact with park guests.

**Typical Schedule:** Rotating schedule based on business needs. Shifts include weekends and holidays.

**Seasonal changes to job duties or available hours:** Yes

Business may only operate on weekends in the spring and fall. Weekly hours may be different due to changes in the operating season.

**Drug Test required:** Yes

#### Compensation

**Hourly Wage:** \$13

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$448

**Bonus:** No

\* All figures above are pre-tax

**Estimated average number of hours per week:** 35

**Estimated minimum number of hours per week:** 32

**Estimated maximum number of hours per week:** 45

**Potential fluctuation in hours per week:** Hours may vary based on park attendance and weather (rain, extreme heat, etc.).

**Average number of hours per week reached by last year's seasonal employees:** 35

**Overtime Policy:** Yes, paid after 45 hours

#### Job requirements

**English Level required:** Intermediate

**Required to be 21+:** No

**Previous Experience required:** No

#### Qualifications & Conditions:

Lifting

Lifting requirement: 25lbs/11kgs



**Description:** Constantly Required (66% or more of the time).

- Standing for entire shift
- Handling cleaning chemicals
- Working outdoors
- Working under direct sunlight

**Other qualifications or conditions**

**Description:** This is a high guest contact position. Above average ability to speak and understand English is required. Students should be friendly and outgoing and have the ability to be pleasant and helpful to customers. May work alone or as part of a team. Jobs will be outdoors, in the sun or in shaded areas. Temperatures in the Carolinas can be very hot and humid in the summer.

Other duties include maintaining cleanliness of location. Students must not have allergies to cleaning chemicals or direct sunlight. Requires walking throughout entire shift.

**Job Training required:** Yes

**Length of job training:** One day

**Hours per week during training period:** 35

**Different wage during training period:** No

**Start on specific day of the week:** No

**Training requirements:**

**Need to wear uniform:** Yes

**Uniform Policy:** First uniform is free for associates. You may purchase additional uniform items or park branded outerwear from the Wardrobe Department.

**Cost of uniform:** \$0

**Uniform laundry:** Participant responsibility

**Dress Code:** Yes

**Description:** Khaki shorts or pants, polo shirt, closed toed shoes.

**Cultural opportunities**

**Types of Cultural Opportunities:** Company Parties, Holiday Events, Karaoke Nights or Talent Shows, Movie or Game Nights, Potlucks or Dinners, Shopping Trips, Sporting Events, Trips to Major City, Trips to Nearby/Major Attractions, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Outdoor Activities, Trip to Washington D.C., Trip to Myrtle Beach.

**Additional Details about Cultural Offerings:** Get ready for an array of fantastic associate experiences designed to make your

time with us unforgettable! From epic company parties and associate ride nights to splashy pool parties and festive holiday celebrations, there's always something exciting happening!.

**Local Cultural Offering:** Who's ready to explore CLT? Get ready for a range of adventures around Charlotte! Such as the Whitewater Center, Uptown CLT, TopGolf, and more! Don't forget your passports! We have exciting Bus trips planned to destinations like Washington, D.C., Myrtle Beach, and the Smoky Mountains in Tennessee!.

**Housing and transportation**

**Housing Provided:** Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. May find own (can choose alternative).

**Employer-owned or employer-arranged housing description:** Associate Housing offers one type of living arrangement: a traditional dormitory. Built in 2019, Burris Hall: houses four (4) males or females with community restroom facilities located on each floor. Each room is furnished with 2 bunk bed(s), 4 individual dressers, and lockers for personal use. Rooms are also equipped with an In-wall air conditioning and heat unit, Wi-Fi, and a TV. You will need to provide their own bedding, linens, and kitchen/cooking utensils. These can be purchased at an affordable price at Walmart soon after arrival. Cornerstone Creek, our Associate Recreation Center is located directly in front of Burris Hall. The A.R.C offers many amenities including a kitchen with four (4) full ranges and industrial microwaves, and entertainment options, such as big screen TVs, pool tables, table tennis, and Foosball. You can also check out board games such as chess, checkers, domino's, Uno, Monopoly, and many others. We also have other spaces including a Basketball, and sand Volleyball courts.

**Lease Agreement:** Yes

**ONSITE AMENITIES:**

**WiFi:** Yes. Free Wi-Fi is provided throughout the dorms.

**Phone Service:** Yes. Landline phones to contact CIEE are available in both Associate Services and Associate Housing.

**Kitchen facilities:** Yes. The A.R.C offers many amenities including a kitchen with four (4) full ranges and industrial microwaves.

**Laundry facilities:** Yes. Washers and dryers are available inside Burris Hall.

**OCCUPANCY REQUIREMENTS FOR PROVIDED HOUSING:**



Minimum Occupancy Per Room:	2
Maximum Occupancy Per Room:	4
Suggested Occupancy Per Room:	2 - 4

**Rooming Arrangement Description:** Floors are Co-Ed and rooms are same gender. Roommate requests can be made prior to moving in.

**PROVIDED HOUSING COST:**

Required to Pay for Provided Housing:	Yes
Cost per Week:	\$75
Housing Cost Deducted from Paychecks:	Yes
Utilities Costs:	No
Housing Deposit:	Yes
Cost:	\$100

**Description:** Carowinds Associate Housing requires a \$100.00 housing deposit to be paid before a resident may check-in. For your convenience you may pay your housing deposit before your arrival with a credit or debit card via our Associate Life Portal.

**Housing Deposit Refundable:** Yes

**Conditions for Deposit Refund:** Students must work until their last day listed on the Work Agreement. Leaving early for any reason will result in forfeit of the deposit. The Dormitory property and assigned room must be undamaged.

**Details About Deposit Refund:** The deposit will be refunded after the completion of their work contract, and the student checks out of Housing.

**TRANSPORTATION TO WORKSITE:**

**Walking Commute Time**

**Estimated commute time:** Under 15 minutes

**Description:** The dorms are an easy and short walk to the employee entrance of Carowinds.

**Arrival information**

**Arrival Instructions:** We are so excited to welcome you to Carowinds! You are now a part of (or returning to) one of the most fantastic amusement parks in the United States. As you prepare for your arrival, please note will be responsible for your own transportation to Charlotte, North Carolina. The airport closest to Carowinds is Charlotte Douglas International Airport. Rarely will you be able to fly directly into Charlotte, NC (CLT). So, most likely you will have to fly into another US city and then take a connecting flight into Charlotte. Carowinds can only pick you up from the following locations: Charlotte Douglas International Airport, Charlotte Greyhound Bus Station, or Charlotte Amtrak Train Station. Scheduled Transportation is offered every day from 9:00 AM to 9:00 PM (EST). To plan a pick-up, you must contact us at least 3-Days in advance, so we can confirm your transportation before you leave your home country. Please schedule your Transportation here: Schedule your Arrival Transportation HERE! If you cannot arrive during these hours, you must provide your own transportation to Carowinds. For example, taxis, or Uber at your own cost. Please know that Carowinds will not refund any expenses.

**Suggested Arrival Airport:** Charlotte, CLT, Less than 10 miles.

**Estimated cost of transportation to worksite from suggested airports:** \$25 to \$50

**If arriving after regular hours:**

**Suggested After-Hours Accommodation:**

**Clarion Hotel**

3695 Foothills Way

Fort Mill, South Carolina 29708

<https://www.choicehotels.com/south-carolina/fort-mill/clarion-hotels/sc443?source=gyxt803-548-2400>

\$75 to \$100



**Training and onboarding**

**Pre-Arrival Onboarding:** No

**SOCIAL SECURITY NUMBER:**

**Require participants to apply for SSN before arrival at worksite:** No

**Details about how to apply for Social Security Number:** All participants entering the Work & Travel program for the first time should receive a social security card during their initial summer with us. At Carowinds, we arrange a Social Security appointment for participants prior to their arrival to ensure a smooth process. Upon their arrival at Carowinds, participants, are scheduled for Onboarding at the Employment Services Center by the Associate Housing team. During Onboarding participants will complete their Dayforce onboarding documents, receive their Carowinds ID card, and submit a social security application electronically through the SSA website on their first day of work. The Employment Team will schedule their Social Security Appointment and the Associate Housing team will provide transportation to the Social Security Office. Note: Participants who already possess a Social Security card for the United States should bring their physical card with them and have it ready during the onboarding process.

**Nearest SSA Office:** Rock Hill, South Carolina, Less than 25 miles.

**OTHER:**

**Wage Payment Schedule:** Carowinds pay all associates on a bi-weekly basis on Fridays via direct deposit or Physical check, or Paycard.

**Meal Plan:** Not available

**Provide Certificates/Performance Evaluations:** Yes

**Hire in Groups:** Yes

**Maximum Group Size:**

**Grooming Requirements:** Visible tattoos must not display logos or images that are demeaning or profane. All face and neck tattoos must be covered up. Moderate sized earrings are acceptable, not excessive in number. Ear gauges in each ear lobe may not be larger than 12 mm. One small nose stud on one side of the nostril is permitted. Facial hair are acceptable between 1.3 - 5.08 cm. All other hair must be clean and groomed. Company provides one set of uniform.

**Second Job Availability:** Yes, likely

**Applicable Company Policies:** Carowinds is expected to be the primary employer. Participants will be responsible for their own transportation to a second job.

**Community amenities**

**In Town, Requires Transportation:** Food Market, Shopping Mall, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library.