



# WHITEFISH MOUNTAIN RESORT

Whitefish, MT.

## FRONT DESK/MARKET CASHIER

### Host information

**Whitefish Mountain Resort is a fun place to work and play! In the summer, our employees enjoy free access to all of our activities including: Zip Lines, Aerial Adventure Park, Alpine Slides, Chairlifts to hiking and mountain biking and more!**

Whitefish is a small town of 8,000 people located just north of Kalispell, Montana. Whitefish is just a short drive from the beautiful Glacier National Park.

Our success is dependent upon our staff having the ability and authority to take care of our guests.

Employees receive 30% off food at our restaurants, as well as 20% in our retail stores. Join the proud tradition of service at Whitefish.

Mountain Resort on Big Mountain in Whitefish, Montana!.

**Host Website:** <http://www.skiwhitefish.com>

**Site of Activity:** Whitefish Mountain Resort

**Parent Account Name:** Whitefish Mountain Resort

**Host Address:** 3812 Big Mountain Rd, PO Box 1400, Whitefish, Montana, 59937

**Nearest Major City:** Kalispell, Montana, Less than 25 miles away.

### Placement information

**Job description:** The Front Desk // Market Cashier position is a split role, and you will be placed into one of the positions upon arrival, once we get a better understanding of your English level and interests. You must be flexible to your placement - both positions are VERY customer service oriented.

In the Front Desk position, you will be the well-informed first impression to the guests. In addition, reserve properties for walk-in guests, register guests upon arrival, provide communication and delegate instruction to aid in the guest's comfort during their stay.

In the Market Cashier position (which is also located//attached to the front desk), you will be running the Village Market, selling bread, snacks, beverages and basic foods for guests upon their check-in. This market primarily focuses in canned and packaged foods and beverages. You will also be stocking shelves in product inventory, cashiering (taking and receiving money), and keeping the store clean.

### Specific Duties:

- Ability to interact with reservations, answer guest inquiries, provide notations, and enter work orders for maintenance issues.
- Communicate professionally.
- Complete related paperwork and guest interaction to register and check-out guests for all properties.
- Provide thorough information to guests inquiring about the Resort and the surrounding area(s).
- Post and balance all extra room charges.
- Sell, clean, receive, stock and face product in Village Market.
- Responsible for accurately giving change, counting a bank, and closing tills.
- Clean the public areas of the Lodging Check In and the offices on a daily basis.
- Dispatch and prioritize Guest Services Personnel to secure properties and tend to guests needs.
- A professional appearance will be always expected including in radio and phone communications.
- A courteous, helpful attitude will be displayed at all times to all guests and employees.
- Perform other tasks as assigned to assist in the efficient operation of the department.
- Provide professional communication using the base radio communication system and telephones as we act as the after-hours switchboard for the entire resort.



### Job specifications:

- Excellent written and verbal English communication skills.
- Demonstrated ability to work with a diverse group of people and be able to handle a variety of tasks and challenging situations, in a calm and professional manner.
- Multi-task in fast paced environment while potentially adjusting priorities to customer concerns with the highest level of customer service.
- Demonstrate ability to cross sell other departments and businesses at the resort, and to effectively communicate this information to our guests.
- Must be willing to take responsibility for independently proving personal safety and participate in company safety program.
- Operate efficiently in an office setting, using computers and phones to communicate and aid guests.
- Flexibility in schedule changes on short notice is required.

**Typical Schedule:** Most employees work 5 days a week, 8 hour shifts, any day of the week. Must be available to work mornings, nights, weekends and holidays.

**Drug Test required:** No

### Compensation

**Hourly Wage:** \$16

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$640

**Bonus:** No

\* All figures above are pre-tax

**Estimated average number of hours per week:** 40

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

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

**Potential fluctuation in hours per week:** Holidays, peak tourism times and weather also impact schedules.

**Average number of hours per week reached by last year's seasonal employees:** 40

**Overtime Policy:** Yes, paid after 40 hours

**Job-Specific Benefits:** 30% off food and beverage items and 20% off retail items. ANY activities for free!!

### Job requirements

**English Level required:** Advanced

**Required to be 21+:** No

**Previous Experience required:** No

#### Qualifications & Conditions:

Lifting

Lifting requirement: 25lbs/11kgs

**Description:** Moderate physical activity required by handling objects up to 20 pounds frequently and up to 50 pounds occasionally.

Standing for entire shift

Handling cleaning chemicals

Other qualifications or conditions

#### Description:

- Ability to be seated at a desk and computer work station for periods of times 4 to 6 hours at a time.
- Ability to be on one's feet for extended time periods up to 4 to 6 hours.
- Includes light to moderate physical activity, including bending, stooping, lifting etc. on a routine basis.
- Cleaning and cooking may require use of potentially hazardous chemicals. Proper training of the use of these chemicals will be provided and material safety data sheets will be available for chemicals used in the workplace.
- Job may require working weekends, evenings, holidays and overtime during peak demand times.
- Non-smoking environment.

**Job Training required:** Yes

**Length of job training:** 2 days and ongoing as necessary

**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:** Must bring black, blue or or brown pants or shorts. No holes or tears. Must bring closed-toe, non-slip, sturdy shoes. A shirt and hat will be provided, at no charge.

**Cost of uniform:** \$0

**Uniform laundry:** Participant responsibility

**Dress Code:** Yes

**Description:** Students must be clean, properly dressed and bathed.



## Cultural opportunities

**Types of Cultural Opportunities:** Trips to Nearby/Major Attractions, Sporting Events, Movie or Game Nights, Company Parties, Potlucks or Dinners, Holiday Events, Shopping Trips.

**Additional Details about Cultural Offerings:** In Whitefish, you will find shopping, restaurants, bars, live music, theater, bowling, ice skating, a rock climbing gym, a indoor pool and water park and more. There is a free bus that commutes between the Resort and the town of Whitefish, only 15 minutes away.

### Local Cultural Offering:

- Arts and Crafts festivals.
- Whitefish Lake -swimming, kayaking, stand up paddle boarding.
- Farmer’s Markets.
- Live music.
- Community Theatre.
- Fireworks for 4th of July.
- Glacier National Park.

## Housing and transportation

**Housing Provided:** Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. Required to stay.

**Employer-owned or employer-arranged housing description:** You must be in touch with your employer before you arrive to schedule your space in our housing!

**Lease Agreement:** No

### ONSITE AMENITIES:

**WiFi:** Yes. Internet will be available

**Phone Service:** Yes. There is cell service

**Kitchen facilities:** Yes. There will be kitchen facilities available to students.

**Laundry facilities:** Yes

### OCCUPANCY REQUIREMENTS FOR PROVIDED HOUSING:

**Minimum Occupancy Per Room:** 1

**Maximum Occupancy Per Room:** 2

**Suggested Occupancy Per Room:** 1 - 2

**Rooming Arrangement Description:** Yes you can request to live with friends and the rooms can be co-ed.

### PROVIDED HOUSING COST:

**Required to Pay for Provided Housing:** Yes

**Cost per Week:** \$100

**Housing Cost Deducted from Paychecks:** Yes

**Utilities Costs:** No

**Housing Deposit:** Yes

**Cost:** \$300

**Description:** Needs to be cash

**Housing Deposit Refundable:** Yes

**Conditions for Deposit Refund:** The apartment needs to be clean and the unit be in the same shape it was found upon move in. A \$100 cleaning fee is required and will be reduced from the \$300. No major employment issues, and must work until your agreed-upon end date.

**Details About Deposit Refund:** On the final paycheck

### TRANSPORTATION TO WORKSITE:

#### Local Bus, Subway or Train

**Estimated commute time:** Under 15 to 30 minutes

**Estimated cost:** \$0

**Description:** Scheduled routes



## Arrival information

**Arrival Instructions:** You can travel to Whitefish, Montana either by airplane or train (Amtrak). If you arrive Monday through Saturday between the hours of 7am and 4pm, we can pick you up from the Glacier International Airport or the Amtrak train station, and take you directly to your apartment.

If you arrive on Sundays, or outside the hours of 7am and 4pm, you will need to arrange your own transportation to housing. The doors will be locked, but you can call the number for security to be let in, and a key will be waiting for you at the front desk.

**Suggested Arrival Airport:**

Glacier International Airport, FCA, Less than 25 miles

**Estimated cost of transportation to worksite from suggested airports:**

\$50 to \$75

**If arriving after regular hours:**

**Suggested After-Hours Accommodation:**

**Whitefish Mountain Resort**

3794 Big Mountain Rd

Whitefish, Montana 59937

<https://skiwhitefish.com/>

406-862-1961

\$50 to \$75

## Training and onboarding

**Pre-Arrival Onboarding:** Yes. A link will be sent to your email address.

**SOCIAL SECURITY NUMBER:**

**Require participants to apply for SSN before arrival at worksite:**

No

**Details about how to apply for Social Security Number:** We will take the students to the office and help.

**Nearest SSA Office:** Kalispell, Montana, Less than 25 miles

**OTHER:**

**Wage Payment Schedule:** Bi-weekly paycheck or direct deposit.

**Meal Plan:** Not available

**Provide Certificates/Performance Evaluations:** Yes

**Hire in Groups:** Yes

**Maximum Group Size:**

**Grooming Requirements:** Hair: to be clean, neatly groomed and away from face Facial Hair: must be established prior to opening day Short/skirt length (minimum length=mid-thigh) Earrings and facial piercing: 3 earrings per ear, plugs have to be smaller than 1/4" and covered, ear only.

**Second Job Availability:** Yes, likely

**Applicable Company Policies:** No talking on cell phones while at work. No smoking in the apartment.

## Community amenities

**Walking Distance from Worksite:** Food Market, Restaurants, Internet Cafe

**Walking Distance from Housing:** Food Market, Shopping Mall, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library

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