



## North Shore Adventure Park - Ground Team/Host

### HOST INFORMATION

**Company Description:**

The North Shore Adventure Park is an outdoor high ropes course, zipline, and axe throwing facility. We are based in Silver Bay, Minnesota, a small community of 1800 residents. We are a team of outdoor-loving, flexible, and motivated individuals. We offer competitive compensation and employment perks like free climbing at the park. If you have a passion for active adventure and customer service, apply to join our team. Note: all job positions are mostly outdoors.

Here is what our employees say about working here: <https://youtu.be/VFISwTIF71U>

We are located on the unique North Shore of Lake Superior in Minnesota, one of the top scenic areas in the United States. Opportunities for outdoor adventure are easily accessible and include hiking, camping, kayaking, canoeing, and more. Explore the spectacular Superior Hiking trail, and the nearby state parks, swim in rivers and waterfall basins, or explore the local Black Beach just outside of Silver Bay. Visit the boreal forests at Superior National Forest, the largest U.S. national forest east of the Mississippi.

- Staff perks

Free climbing and axe throwing for employees and their guests at the park. At-cost discount for park merchandise and retail items.

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

**Site of Activity:** North Shore Adventure Park

**Parent Account Name:** North Shore Adventure Park

**Host Address:** 42 Outer Dr Silver Bay, Minnesota, 55614

**Nearest Major City:** Duluth, Minnesota, Over 50 miles away

### PLACEMENT INFORMATION

**Job Description:**

*Position: Host*

Host staff have an affinity for customer service and are committed to enhancing our guest experience starting at check-in! This position is responsible for ensuring that all guests have an enjoyable and safe experience starting from the moment they step onto our property. Their primary responsibility is to ensure that all participants are welcomed, greeted, checked-in properly, and provided with all the information and assistance they need to begin their adventure.

They also introduce the parks briefing video to groups of up to 20 and help in harnessing when needed. Hosts also work in the retail shop and assist the ground crew when necessary.

Other responsibilities include, but are not limited to:

*Proficiency in the reservation system (after training)*  
*Completing daily course and equipment inspections and grounds duties*  
*Harnessing guests to make sure the harness is properly sized and adjusted and climbers feel cared for and safe.*  
*Teaching climbers on the practice course.*  
*Assisting in special events, classes, and programs as needed.*

#### *Requirements*

- *Must be at least 16 years of age.*
- *Excellent attention to detail and an extreme dedication to customer service*
- *Must have a passion for working with people*
- *Must be reliable with a strong work ethic and personal integrity*
- *Possess a friendly disposition and professional demeanor*
- *Comfortable with public speaking and providing regular presentations to groups of up to 30 people multiple times per day*

#### *Position: Ground Team Monitor*

*Our Ground Team Monitors are the lifeguards of the Adventure Park! Monitors are an essential part of the park's customer relations commitment to deliver the safest and most rewarding experience to each and every customer that visits our park.*

*Ground Team Monitors are trained to monitor climber activities as they challenge themselves on the high ropes courses and ziplines. This position is responsible for ensuring clear, concise, and welcoming instruction to our adventure park climbers. They monitor a zone and scan climbers (like a lifeguard) for emerging problems and assist them as needed, verbally from the ground. With additional training (optional), monitors can assist climbers physically off of the lower platforms, or advance to the Air Team to assist climbers on the high ropes courses and ziplines.*

*Responsibilities include, and are not limited to:*

*Conduct safety inspections of equipment.*

*Perform safety briefing for guests in groups of 20, several times a day.*

*Assist in harnessing guests, teaching them how to use the safety gear, and coaching them through the practice course.*

*Work on the main platform advising climbers on which challenge trails to try.*

*Monitor climbers throughout the day.*

#### **Typical Schedule:**

*High season (late June through Labor Day): Open Wednesday through Sunday, 9am to 7pm. If staffing allows, we will also be open for these hours on Tuesdays.*

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

*Early season (mid-May to late June) and late season (Labor Day to MEA Weekend): Open Friday-Sunday, 9am to 7pm. Other days may be scheduled for private groups with hours to be determined.*

**Drug Test required:** *No*

## COMPENSATION

**Hourly Wage:** \$15

**Eligible for Tips:** *Yes*

*Tips are given to staff individually or at the check in desk. Staff are not required to share tips, but check in tips are typically pooled and distributed based on hours works.*

**Estimated weekly wages including tips:** \$600

**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:** 40

**Potential fluctuation in hours per week:**

Operations are weather dependent, as well as low hour weeks in the early and late season. Hours can be provided via park maintenance.

**Average number of hours per week reached by last year's seasonal employees:** 32

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

Free climbing and axe throwing for employees and their guests at the park. At-cost discount for park merchandise and retail items.

## JOB REQUIREMENTS

**English Level required:**



**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

Standing for entire shift

Working outdoors

Working under direct sunlight

**Job Training required:** Yes

Length of job training:

Minimum of 30 hours, preferably one full week (40+)

Hours per week during training period: 35

Different wage during training period: No

*Start on specific day of the week: Yes*

*Monday*

*Training requirements:*

*We provide all required training. If any First Aid/CPR certifications are held, they will be documented.*

***Need to wear uniform: Yes***

*Uniform Policy:*

*Closed toed shoes and Park branded shirts or sweatshirts. If hats are worn, must be Park branded. There is no cost for uniforms unless they are not returned at the end of the season.*

*Cost of uniform: \$0*

*Uniform laundry: Participant responsibility*

***Dress Code: No***

## CULTURAL OPPORTUNITIES

***Types of Cultural Opportunities:***

*Holiday Events, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Trips to Major City, Weekly Outdoor Concerts, Local Library Events*

***Additional Details about Cultural Offerings:***

*Weekly shuttles to the nearest major city of Duluth are available at no cost. Also offered to major hiking destinations.*

*<http://arrowheadtransit.com/wp-content/uploads/2020/06/AT-Two-Harbors-Brochure-7.pdf>*

*Cool attractions nearby*

*<https://matadornetwork.com/read/north-shore-scenic-drive-minnesota/>*

***Local Cultural Offering:***

*Bay Days festival street dance with parade, concert, and other events <https://www.bay-days.org/>*

*A local music production group arranges free weekly concerts during the summer months*

*<https://www.facebook.com/RockyWallProductionsNorthShore>*

*The local library has weekly artist and music events.*

## 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:***

Photos of housing are in the "About the Park" section. Bedding, linens, utensils, bath, fully stocked kitchen. 3 bedroom home at 58 Banks, Silver Bay. Currently being rehabbed with new paint and flooring upgrades. Bedrooms will be either one or two to a room depending on scheduling, gender, and when employees are on staff.

**Lease Agreement:** No

**Onsite Amenities:**

WiFi: Yes

Description:

WiFi will be provided in-house via local service providers.

Phone Service: Yes

Description:

Cell phones are not provided by the employer, though there is reliable cellular networks in Silver Bay via US service providers. An emergency landline is available at the Park during business hours.

Kitchen facilities: Yes

Description:

Kitchen available in student housing including range, oven, and microwave.

Laundry facilities: Yes

Description:

Washer and dryer available on site.

**Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 1 - 2

Rooming Arrangement Description:

We strive to make bedrooms one gender only. The entire home (2-3 bedrooms) may be mixed gender. Yes, we are happy to have couples and/or friends apply to work together.

**Provided Housing Cost:**

Required to Pay for Provided Housing: Yes

Cost per Week: \$124

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$200

Description:

We are flexible on this. In some years, we have deducted from the student's paycheck. It is considered a damage deposit and is refundable based on leaving the property in good condition.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Students are provided with a list of cleaning expectations that they follow each week and in order to get their deposit returned. This covers joint living space and their own rooms.

*Details About Deposit Refund:*

*We return before the student leaves the U.S.*

**Transportation to Worksite:**

*Walking Commute Time*

*Estimated commute time:*

*Description: Walk less than a mile from home to the job site.*

## ARRIVAL INFORMATION

**Arrival Instructions:**

*There are two options for your travel to Silver Bay, MN. Employer suggests flying into Duluth International Airport (DLH) which is where the employer resides and can provide local transport for students.*

**1) Duluth International Airport (DLH)**

*We recommend that students fly into Duluth International Airport (DLH) where the employer will be available to pick up students at the arrivals terminal. Students will then be transported to Silver Bay on the same day or lodged by the employer overnight depending on arrival time. Students MUST email their arrival information to Alice Tibbetts ([alice@northshoreadventurepark.com](mailto:alice@northshoreadventurepark.com)). 2 weeks is ideal but we know things change. We try to coordinate arrivals with all students. Details about a scheduled pickup will be communicated to the student prior to their departure. Cell phone is best number for last minute changes: 651.399.7329*

**2) Minneapolis/Saint Paul International Airport (MSP)**

*Students also have the option to fly into Minneapolis/Saint Paul International Airport (MSP), which is a larger airport and may offer more flight options and is typically more affordable for students. However, students will need to take a shuttle to Duluth*

*[https://groometransportation.com/minneapolis-st-paul-airport/duluth/?&sd\\_client\\_id=b93c595a-2edf-49be-89f5-107a9a289e77](https://groometransportation.com/minneapolis-st-paul-airport/duluth/?&sd_client_id=b93c595a-2edf-49be-89f5-107a9a289e77)*

*Approximate travel time of 4 hours. The cost of a one-way shuttle ticket to Duluth will be about \$50.00. From the MSP airport, students will take the shuttle to the University of Minnesota-Duluth (UMD) drop-off where the employer will be available to pick up the students. Students will then be transported to Silver Bay on the same day or lodged by the employer overnight depending on arrival time.*

**Suggested Arrival Airport:**

*Duluth International Airport., DLH,*

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

**If arriving after regular hours:**

**Suggested After-Hours Accommodation:**

*Super 8 by Wyndham Bloomington/Airport*

*7800 2nd Ave South*

*Bloomington , Minnesota 55420*

*<https://www.wyndhamhotels.com/super-8/bloomington-minnesota/super-8-bloomington-airport/overview>*

*+1-952-466-6927*

# TRAINING AND ONBOARDING

## **Pre-Arrival Onboarding:** Yes

*After applying for a position with the North Shore Adventure Park, you will receive an electronic onboarding packet with a variety of forms such as an employee handbook, uniform policy, etc. Some of these forms (such as I9/W4) will require a Social Security number, but those that do not should be completed before and submitted upon arrival. The packet will note which items can wait until arrival and which should be completed ahead of time.*

*We will also provide a list of clothing to bring to keep you warm and dry for this outdoor job.*

## **Social Security Number:**

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

*Details about how to apply for Social Security Number:*

*14 days after arrival in Duluth, the employer will take students to the Social Security office to apply for a Social Security number.*

*Nearest SSA Office: Duluth , Minnesota ,*

## **Other:**

*Wage Payment Schedule:*

*Students will be paid a bi-weekly, direct-deposited paycheck. They will need to open an account with a US-based bank. We work with Wells Fargo, which has excellent online banking plus a debit card machine in Silver Bay.*

*Meal Plan: Not available*

*Provide Certificates/Performance Evaluations: Yes*

*Hire in Groups: Yes*

*Maximum Group Size:*

*Grooming Requirements:*

*Clean and hygienic grooming is required as this is primarily a customer service position. Tattoos and piercings are generally acceptable provided the tattoos are not overtly offensive.*

*Second Job Availability: Yes, likely*

*Applicable Company Policies:*

*Job conditions require standing, walking, and physical activity for the majority of an 8-9 hour shift. An unpaid lunch break is provided and paid rest breaks, provided they do not exceed 10 minutes, are generally acceptable due to the sometimes strenuous nature of the work and outdoor environment. Students are asked to clear their rest breaks with a manager or supervisor before taking them.*

*The work site is primarily outdoors and students must be prepared with appropriate clothing for any and all weather conditions. Closed-toe shoes must be worn at all times while working.*

*Cell phones are not allowed on park grounds and must be left in the office. Cell phones are a distraction to our employees and give the impression of inattentiveness to our guests. Employees are free to retrieve and check their phones during rest breaks and meal breaks.*

*Smoking is not allowed at the North Shore Adventure Park anywhere on the property, and smoking is not allowed within 50 feet of staff housing. This includes smokeless tobacco or vaping.*

*Scheduling is done through an online application called WhenIWork. Students MUST engage with this system as paper schedules are not provided. This can be done through cell phone, laptop, or desktop computer.*

## COMMUNITY AMENITIES

***Walking Distance from Worksite:***

*Food Market, Post Office, Bank, Restaurants, Fitness Center, Public Library*

***Walking Distance from Housing:***

*Food Market, Shopping Mall, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library*