



WORK & TRAVEL USA

## The Mill at Ward Cove - Resident Services Representative

### HOST INFORMATION

**Company Description:**

Come be part of our team and help us create a destination unlike any other. If you enjoy meaningful work, are flexible, and like to have fun, The Mill at Ward Cove is for you. Working in Alaska is an experience that will not soon be forgotten. Make new life-long friends, explore the great outdoors, and learn about the history and culture of the area. As an Alaska-owned and operated company, we take pride in sharing our destination with all of our guests, including employees, and we view our team as vital to our success and growth. As we build out this world-class destination we are looking for the most talented individuals in the industry. We look forward to working with you.

**Benefits:**

- \$500 Sign On Bonus if hired by February 1st.
- Retention Bonus: \$1 per hour (\$1.50 per OT hour) bonus at the end of the job offer.
- Refer applicants who complete their job offer to receive \$100 per employee
- Free tours and activities at Ward Cove on a space-available basis.
- Four complimentary tour tickets for friends and family.
- 20% discount in retail shop

**Host Website:** <https://wardcoveak.com/>

**Site of Activity:** The Mill at Ward Cove

**Parent Account Name:** Ward Cove Dock Group

**Host Address:** 7559 N Tongass Hwy, Lower Level, Suite 118, Ketchikan, Alaska, 99901

**Nearest Major City:** Juneau, Alaska, Over 50 miles away

### PLACEMENT INFORMATION

**Job Description:**

*Housing*

*Be the first point of contact for residents and be responsible for handling all resident inquiries & requests*

*Responsible for handling resident check-ins & check-outs*

*Ensuring that all residents follow established housing guidelines*

*Work in conjunction with coworkers, supervisors & other departments as necessary*

### *Janitorial*

*General cleaning and sanitizing tasks and services throughout the Welcome Center, M/V Malaspina & grounds  
Cleans, disinfects and replenish supplies in restrooms, galley & common areas  
Vacuums, sweeps and cleans floors, rugs & furniture  
Remove waste and empty trash & cigarette receptacles  
Wipes and dusts surfaces & cleans mirrors and windows  
Loads washers and dryers & folds sheets and towels in laundry room  
Stocks linens, towels, washcloths & hand towels  
Maintain cleaning chart indicating areas that were cleaned and inspected  
Replenish cleaning and maintenance supplies  
Organize janitorial storage areas*

### *Security*

*Provide security watch over the vessel and terminal facility in compliance with both the Vessel and Facility Security Plans during night watch hours and also maintain the No Visitor Policy  
Maintaining a vigilant watch over the safety of the vessel by conducting frequent rounds in spaces where flooding, fire or other situations could be detrimental to the vessel  
Tend and adjust mooring lines as needed and monitor the transfer bridge and apron for tidal changes and weather conditions  
Maintain safe conditions in all areas that resident related traffic occurs including transfer bridge, access ramps, vessel interior and exterior decks and areas surrounding the terminal as needed throughout the night watch hours  
Make sure all doors, windows, entrances and exits are securely closed and locked in evening*

### *Galley*

*Accurately and efficiently complete all sales transactions and maintain proper cash at POS registers in cafeteria  
Assist with monitoring inventories of supplies; ensuring venues are clean and in top condition  
May assist with serving meals and bussing tables  
Cleans and operates various galley equipment. Sweeps, mops, and vacuums all areas, as needed  
Performs other duties as assigned*

### *Required Skills/Abilities:*

*Positive, outgoing, professional attitude  
Adaptive to learning new skills and knowledge  
Ability to take directions and work within a team  
Ability to interpret and follow policy & procedure  
Ability to maintain composure & professional demeanor  
Adaptive to changes in a progressive work environment  
Excellent communications skills: verbal, non-verbal, and written  
Excellent interpersonal and customer service skills  
Excellent organizational skills and attention to detail  
Excellent time management skills with a proven ability to meet deadlines*

### *Education and Experience:*

*High school diploma or equivalent level competency in reading, writing and mathematics*

### *Physical Requirements:*

*Prolonged periods standing and walking and frequently pulling, pushing, and bending.  
Must be able to lift up to 50 pounds at times.*

### **Typical Schedule:**

*40 hours a week, any days of the week. Working days vary by the time that a cruise ship is in port. Earliest shift start time will be 06:00 and latest shift end time will be 20:00*

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

*Weekly hours will be different due to changes in the days and times ships are in port.*

### **Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$16

**Eligible for Tips:** No

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

**Bonus:** Yes

\$500 Sign On Bonus if hired by February 1st. Retention Bonus: \$1 per hour (\$1.50 per OT hour) bonus at the end of job offer Refer applicants that complete their job offer to receive \$100 per employee

\* All figures above are pre-tax

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

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

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

**Potential fluctuation in hours per week:**

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

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

Free tours and activities at Ward Cove on a space-available basis Four complimentary tour tickets for friends and family 20% discount in retail shop

## JOB REQUIREMENTS

**English Level required:**



**Upper-Intermediate**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

Lifting

Lifting requirement: 25lbs/11kgs

*Description:*

*Must be able to lift up to 25 pounds at times.*

*Standing for entire shift*

*Handling cleaning chemicals*

*Working outdoors*

*Working under direct sunlight*

*Other qualifications or conditions*

*Description:*

*Prolonged periods of standing and walking and frequently pulling, pushing and bending. Must be able to lift and carry up to 25 pounds at times.*

**Need to wear uniform:** Yes

*Uniform Policy:*

*Company Shirt (Long Sleeve and Short Sleeve), Fleece and Jacket*

*Cost of uniform: \$0*

*Uniform laundry: Participant responsibility*

**Dress Code:** Yes

*Description:*

*Company Uniform with Black Pants (participant responsibility)*

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

*Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Company Parties, Karaoke Nights or Talent Shows, Movie or Game Nights, Potlucks or Dinners, Shopping Trips*

**Additional Details about Cultural Offerings:**

*When you're located in the middle of a temperate rainforest on an island, with State Parks, a Rainforest Sanctuary and beaches. The evidence of Native Alaskans is everywhere in Ketchikan, from a colorfully painted city bus to Chief Johnson's Totem Pole at the center of town.*

**Local Cultural Offering:**

*Visit our local visitors center for great information and links to local discounts, events, cultural offerings and more. <https://www.visit-ketchikan.com/>*

## 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:**

*Spend your summer on the historic MV Malaspina, the first ferry commissioned by the State of Alaska. Have fun and meet new friends in this unique living environment. We charge a flat daily rate of \$20.00 per person per day deducted from your paycheck if you choose to stay in employee housing. The rate covers rent, utilities, cleaning of public areas, weekly laundering of towels and sheets (provided), and Wi-Fi in public spaces. Also includes use of games, basketball court, public televisions, e-bikes and kayaks. Dormitory-like housing with a cafeteria; most rooms are shared with one other employee and include twin beds and a private bathroom.*

**Lease Agreement:** Yes

**Onsite Amenities:**

*WiFi: Yes*

*Description:*

*Free WiFi available in public spaces.*

*Phone Service: Yes*

*Description:*

*Cellular service available for most cellular carriers. Landline available for toll free and local calls. Phone cards can be purchased in town for long distance calls.*

*Kitchen facilities: Yes*

*Description:*

*Toasters, microwaves, utensils and limited refrigerator space available in public areas. Food available for purchase to heat up. No stoves or ovens available. No cooking in rooms allowed.*

*Laundry facilities: Yes*

*Description:*

*Coin operated laundry is available on premises.*

**Occupancy Requirements for Provided Housing:**

*Minimum Occupancy Per Room: 1*

*Maximum Occupancy Per Room: 2*

*Suggested Occupancy Per Room: 1 - 2*

*Rooming Arrangement Description:*

*Participants can request to house with another participant they are traveling with.*

**Provided Housing Cost:**

*Required to Pay for Provided Housing: Yes*

*Cost per Week: \$140*

*Housing Cost Deducted from Paychecks: Yes*

*Utilities Costs: No*

*Housing Deposit: No*

**Transportation to Worksite:**

*Walking Commute Time*

*Estimated commute time: Under 15 minutes*

*Description: The housing is located on the same property as job site.*

*Employer-Provided Transportation*

*Estimated commute time: 15 to 30 minutes*

*Employer-Provided Transportation is free of charge*

*Description: Weekly trips to the grocery store*

## ARRIVAL INFORMATION

### **Arrival Instructions:**

#### **Ketchikan International Airport**

*Upon arriving at the airport, the ferry to Ketchikan leaves the airport side on the 30 and 00. The cost to ride the ferry is \$6/per person and can be paid in cash or credit card by the participant.*

#### **Transportation**

*Our company offers transportation, to and from the airport to the M/V Malaspina, where the applicant is offered to stay. This commute, including ferry time, is approximately 30 minutes.*

*Participants have access to company provided shuttles to and from the grocery stores and shopping areas.*

#### **Arrivals in Ketchikan**

*Arriving in the morning, afternoon, or evening, our staff will be there to pick up the participants.*

#### **Scheduling Pick-up Times**

*To schedule pick-up, participants are asked to give 7-10 days notice of arrival time.*

#### **Contact for Questions**

*Please contact Chelsie Weihing, Administrative Coordinator at 907-617-4799 for any arrival questions.*

### **Suggested Arrival Airport:**

*Ketchikan International Airport, KTN, Less than 10 miles*

**Estimated cost of transportation to worksite from suggested airports: \$0 to \$25**

### **If arriving after regular hours:**

#### **Suggested After-Hours Accommodation:**

*The Mill at Ward Cove  
7559 N Tongass Hwy  
Ketchikan, Alaska 99901  
9076174799  
\$0 to \$25*

## 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:*

*Due to the job location being on an island the company will cover the travel, as well as paying for airfare and/or hotel, if needed, to Juneau or Seattle, depending on conditions. During their arrival and until they receive their first paycheck, a meal and housing will be covered daily. During this time they can interact with staff, shadow the business operations and learn about the history of the Mill and discover the island.*

*Nearest SSA Office: Seattle , Washington , Over 50 miles*

**Other:**

*Wage Payment Schedule:*

*Participants are paid Semi-Monthly by written check or direct deposit (recommended, United States bank account required).*

*Meal Plan: Optional*

*Estimated Cost Per Day: \$22*

*Meal Plan Description:*

*Breakfast: \$5.00 Lunch: \$7.00 Dinner: \$10.00 Cafeteria offering grab-and-go breakfast and lunch items like prepackaged cereal, muffins, toast, hard boiled eggs, sandwiches, soups. Dinner is a hot meal*

*Provide Certificates/Performance Evaluations: Yes*

*Hire in Groups: Yes*

*Maximum Group Size:*

*Grooming Requirements:*

*The company will provide logo apparel that must be worn during work hours. One name tag is provided, always to be worn on the left side. Employees are responsible for maintaining their uniform. The company will also provide guidelines for non-logo apparel i.e., pants. Ears and nose are okay, all other piercings should be not be visible. No stretched piercings. When wearing your uniform if any tattoos are visible check with your supervisor to ensure it meets our guidelines.*

*Second Job Availability: Yes, likely*

*Applicable Company Policies:*

- At time of application candidates will authorize a background check and attest to their criminal history. After offer of employment is accepted a background check will be completed.*
- No smoking in any enclosed space, including, but not limited to: vehicles, watercraft and other equipment, offices, and the Welcome Center. No smoking around or near customers. No smoking inside employee housing. Smoke only in approved smoking areas.*
- Employees will use company and personal telephones and personal music devices, during worktime, in a way that is most effective to conduct company business and does not interfere with the provision of services.*
- Always keep the health and safety of every customer and employee at the forefront of all actions and decisions.*
- Commit to full compliance with all state and federal laws, regulation, and requirements and the company policies and procedures. Perform assigned duties and responsibilities with the highest degree of integrity, safety, and professionalism.*
- Be flexible to meet company and customer needs, stepping in and helping wherever and whenever needed. Demonstrate courtesy and respect to all and be supportive of co-workers.*
- Follow standard and workplace safety precautions, warnings, and regulations in carrying out all duties.*
- Report all environmental or safety hazards or concerns promptly.*
- Devote full effort to job responsibilities during work hours and meet or exceed established job performance expectations.*
- Resolve work-related issues and disputes in a professional manner and through established company policies and procedures.*

- *Report circumstances or concerns that may affect satisfactory work performance to management, including any inappropriate (safety, fraudulent, illegal, unethical) activities of other employees.*
- *Provide supervisor with immediate notification if he or she has been convicted for a violation of a criminal statute.*
- *Work cooperatively to achieve company and department goals and objectives.*
- *Ask questions when unsure and always strive to do the right thing.*

## COMMUNITY AMENITIES

***Walking Distance from Worksite:***

*Food Market, Post Office, Restaurants*

***Walking Distance from Housing:***

*Food Market, Post Office, Restaurants*

***In Town, Requires Transportation:***

*Food Market, Shopping Mall, Bank, Restaurants, Fitness Center, Public Library*

***Unavailable:***

*Internet Cafe*