



WORK & TRAVEL USA

The Mill at Ward Cove - Transportation Coordinator

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:

Job Summary:

Transportation Coordinators organize and operate Ward Cove's shuttle experience. This is a position that works closely with guests, shuttle drivers, and the City of Ketchikan. Responsibilities include but are not limited to managing the shuttle service, assisting guests with boarding and disembarkation, maintaining safety and regulations, and traffic flagging.

Supervisory Responsibilities: None

Duties/Responsibilities:

- *Meet and greet guests with a professional attitude and appearance and provide exceptional customer service;*
- *Communicate effectively amongst your team and all departments;*
- *Knowledge and promotion of all Ward Cove venues and retail, Answer and address any guest concerns or questions;*
- *Work as greeters to welcome guests and conduct guest orientations;*
- *Work closely with drivers and local operators to ensure effective shuttle operations by monitoring guest boarding and disembarkation;*
- *Safely monitor locations with high-vehicle traffic. Assist with backing buses and watching for blind spots;*
- *Effectively manage the rotation of shuttle buses with consideration of the available buses, guest count, weather conditions, other dynamic variables;*
- *Monitor parking lots and permits;*
- *Traffic flagging to ensure safe and efficient movement for vehicles and pedestrians;*
- *Cleans and organizes all equipment and workspaces;*
- *Ability to react and respond to safety incidents with preparedness;*
- *Work a flexible schedule;*
- *Performs other duties as assigned.*

Required Skills/Abilities:

- *Safety Focus: Must be able to maintain a safe and comfortable environment for guests, employees, and the public;*
- *Customer-Service Focus: Must understand that customer service is a top priority and must conduct all actions with this in mind;*
- *Problem-Solving Skills: Must be flexible and able to produce appropriate solutions quickly, employing a logical and organized thought process;*
- *Ability to function well in a high-paced, and at times, stressful environment;*
- *Required to work for extended periods outside in all weather conditions;*
- *ATSSA approved Flagger Certification, or ability to obtain.*

Education and Experience:

- *At least one year experience in customer service-related field.*
- *Driver's License Preferred.*

Physical Requirements:

- *Prolonged periods standing and walking.*
- *Must be able to lift up to 15 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. All positions are expected to help out and assist in other departments when necessary.

Drug Test required: *No*

COMPENSATION

Hourly Wage: *\$18*

Eligible for Tips: *No*

Estimated weekly wages including tips: *\$720*

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:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 25lbs/11kgs

Description:

Must be able to lift up to 15 pounds at times.

Standing for entire shift

Working outdoors

Working under direct sunlight

Other qualifications or conditions

Description:

Prolonged periods standing for 8 hours or more and walking. Work in a demanding environment with crowds. Prolonged lifting and carrying merchandise.

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 Wehing, 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 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.*

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