



Snow King Mountain - Ticketing Agent

HOST INFORMATION

Company Description:

Snow King Mountain Resort is a summertime activity center in the western United States, located in Jackson, Wyoming. It was the first ski area in the state of Wyoming. In the summer season there are many exciting activities as well: Ride the Alpine Slide, Climb in the Treetop Adventure Course, ride the Cowboy Coaster or the Scenic Chairlift, or enjoy the thrill of a newly installed zip line. You can also go hiking or play miniature golf. Grand Teton National Park and Yellowstone National Park are also nearby! If you love mountains, nature and being outdoors, Snow King Mountain is where you want to be!

Staff use all of our activities for free and receive a 40% discount on all food and beverage at our restaurants!!! In the summer staff can rent mountain bikes and paddle boards for free. We provide employee housing in the town of Jackson with access to all amenities and events. Come join us for an incredible season! Everything is easily accessible by free local public transportation system within the town of Jackson. Housing is near restaurants, grocery stores, and free public transportation.

Host Website: <https://snowkingmountain.com/>

Site of Activity: Snow King Mountain

Parent Account Name: Snow King Mountain

Host Address: 402 E Snow King Avenue Jackson , Wyoming , 83001

Nearest Major City: Salt Lake City , Utah , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

Job Description

Ticket Sales Agents deliver product and mountain information with superior knowledge in a friendly environment while assuring our guests that we are there to assist them and enhance their experience. Full time and part time positions available.

Responsibilities (But not limited to)

Accurately and efficiently process lift access products while capturing guest data

Ask the guest for their data with every transaction

Ability to learn, understand and effectively communicate with the guest about multiple product types and can easily adapt to changing pricing and product offerings

Make suitable recommendations on products to meet the guests' needs and the business objectives

Ability to handle high volumes of customer interaction while delivering exceptional service; internal & external

Creating a fun and professional work experience while communicating in a courteous and respectful manner

Professionally assist and follow through with resolution of guest complaints; handle concerns and suggestions

Perform daily sales and closing and be held responsible for your end of day point of sale audit
Work on a computer with a high degree of accuracy and efficient speed
Must be able to interact with guest and work on a computer at the same time
Follow company/department policies and procedures
Participate in resort and departmental trainings and development courses
Willing to cross-train and work in all areas/locations of PSS
May assist with inside and outside guest services
Take initiative to perform duties which facilitate operations and maintain cleanliness of your work area while paying attention to detail

Requirements:

High School diploma or equivalent
Proficient in English language
Comfortable working in fast pace work environment
Willing to commit to a work schedule work schedule which includes working weekends and holidays.

Typical Schedule:

Early and late summer: 4-5 days per week, 9:30am-5:30pm Mid/Peak summer: 4 days per week, 9:30am-8:30pm

Seasonal changes to job duties or available hours: Yes

The summer hours change as the season goes on into peak season. Initially it is 10am to 5pm operating hours, then it changes to 10am to 8pm operating hours with 30 minutes extra opening and closing.

Drug Test required: No

COMPENSATION

Hourly Wage: \$17

Eligible for Tips: No

Estimated weekly wages including tips: \$680

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 45

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 56

Potential fluctuation in hours per week:

On occasion weather may shut operations down early. Generally hours fluctuate based on time of the season and availability of employees.

Average number of hours per week reached by last year's seasonal employees: 45

Overtime Policy:

Yes, paid after 56 hours

Job-Specific Benefits:

Employee season pass (free access to all activities on the mountain) Food and Beverage discounts, Retail/Rental discounts, free equipment rentals Online Pro Deals Discounted tickets for family/friends

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Job Training required: Yes

Length of job training:

2 days

Hours per week during training period: 8

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Students will be paid for training following their initial on-boarding orientation and paperwork as well as training hours.

Need to wear uniform: Yes

Uniform Policy:

Snow King Mountain uniform shirts or jackets must be worn at all times. Pants and shoes are at the discretion of the employee. Employer will provide uniform tshirts, sun shirt, sweatshirt, hat. Windbreaker available to employee with \$100 deposit (deposit returned if jacket is returned at end of season).

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Uniform top and presentable pants or shorts with comfortable shoes. Pants or shorts preferably in neutral color worn (black, blue, tan). Students must dress neatly, shower daily and wear deodorant. It is the student's responsibility to maintain a clean uniform.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

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

Additional Details about Cultural Offerings:

Jackson is such a fun place to live and learn about American Culture. During the summer, Jackson can see up to 40,000 visitors in town daily! Participants can visit Grand Teton and Yellowstone National park, take a whitewater rafting or float trip, or choose one of many beautiful hikes to try out.

Local Cultural Offering:

Jackson offers a variety of activities for all people whether you are interested in getting outdoors (hiking, biking, fishing), checking out the local art and music scene (many art galleries in town, live music at multiple bars/restaurants nightly), great food, and fun all around!

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:

*Housing in all of Jackson is extremely expensive and hard to find. Snow King Mountain will help with the cost of housing by paying 30% of the employees weekly rent. With that, Snow King Mountain employee final housing cost is between \$150-175 per week per employee. A \$300 deposit is deducted from students pay checks at \$100 increments over 3 pay period cycles. Students must have direct deposit set up and will receive a deposit return once they have moved out and staff has looked through the rooms. Students must pay rent of \$150-175 per week until the end of their contract, regardless if they move out of employee housing. Students leaving prior to the end of their contract will forfeit their security deposit. Snow King provides housing to employees at a central location within the Town of Jackson and near a bus stop on the free town bus (www.startbus.com). Employee housing is a hotel room including microwave, refrigerator, and wifi internet. Employees share a room with one other employee and share one bathroom. Rooms do not have a full kitchen for cooking. Housing quiet hours are from 10pm to 8am. Issues in living arrangements can impact employment status. **Snow King Mountain provides employee housing at multiple locations throughout the town of Jackson. Exact housing location will be determined a few weeks prior to arrival based on availability across all housing locations. Participant will be notified of housing address and additional room details prior to arrival. ***

Lease Agreement: *No*

Onsite Amenities:

WiFi: Yes

Description:

WiFi Access is in every room.

Phone Service: Yes

Description:

There are many cellular networks in the valley students can use to communicate. Skype and or FaceTime is available through WiFi.

Kitchen facilities: No

Description:

There is minimal cooking on site. In each room there is a microwave and students can use a cook top to cook some items. There is no shared kitchen at this time.

Laundry facilities: Yes

Description:

Laundry facilities are available at the housing but require coins to operate.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 2

Rooming Arrangement Description:

No co-ed housing in shared rooms unless requested by employees looking to live with one another in this environment.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$175

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$300

Description:

A \$300 deposit will be deducted from the students pay checks at \$100 per paycheck for three pay period cycles following the students first full week of work.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

The room is left clean and in the same condition without any damage. Students must fulfill their contracted dates as appears on the DS 2019. This deposit is returned at the end of the season, if there is no damage to the housing and the housing is left in very clean condition.

Details About Deposit Refund:

By direct deposit into a bank account following the students departure from the room. Room must be clean and free of major damage or visitor is subject to deductions.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: 15 to 30 minutes

Description: Less than 2 miles

Local Bus, Subway or Train

Estimated commute time: Under 15 minutes

Estimated cost: \$0

Description: Town (Start) bus is free public transportation

ARRIVAL INFORMATION

Arrival Instructions:

Please fly into Jackson, Wyoming (JAC) if possible. Send employer arrival information (hr@snowkingmountain.com) and itinerary two weeks prior to arrival date complete with date of arrival, flight number into Jackson, time of arrival and full name. Although it is less expensive to fly into Salt Lake City (SLC) than Jackson (JAC), we would highly recommend paying the extra to fly to Jackson as by the time you have paid for the Salt Lake Express (\$80.00 each way) to Jackson (6-10 hour bus trip depending on layovers) and possibly a hotel stay, it will end up costing about the same. The website is www.saltlakeexpress.com.

We will make every attempt to pick you up and shuttle you to the housing. Please keep us informed.

Suggested Arrival Airport:

Jackson Hole Airport, JAC, Less than 25 miles

Salt Lake International Airport, SLC, Over 50 miles

Estimated cost of transportation to worksite from suggested airports: \$75 to \$100

If arriving after regular hours:

Suggested After-Hours Accommodation:

Super 8 Salt Lake City
223 Jimmy Doolittle Rd.
Salt Lake City, Utah 84116
<https://www.super8saltlake.com/>
(801) 533-8878
\$75 to \$100

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Participants will be asked to complete a few items prior to arrival. All participants in housing will be asked to complete a roommate questionnaire, a form we have created to best match our employees with each other as roommates. Participants working in food and beverage roles (front of house, server, bartender, etc.) will be required to complete TIPS training (certification to sell or serve alcohol in Wyoming) prior to arrival.

Social Security Number:

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

Details about how to apply for Social Security Number:

Employer will assist with students getting to Social Security, either by taking them or helping with bus scheduling.

Nearest SSA Office: Idaho Falls, Idaho, Over 50 miles

Other:

Wage Payment Schedule:

Employees are paid bi-weekly. We ask that students obtain a bank account shortly after arriving. This helps with final payments.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Students must dress neatly, shower daily and wear deodorant. Employees must keep all facial hair well groomed, tie back hair longer than shoulder length, and keep facial piercings to a minimum. It is the student's responsibility to maintain a clean uniform.

Second Job Availability: Yes, likely

Applicable Company Policies:

Employer will provide uniform clothing to all participants. Participants will receive a staff short sleeve tshirt, long sleeve sun shirt, sweatshirt, and baseball hat. Windbreakers are offered to participants upon request and require a \$100 refundable deposit if taken. Participant will have deposit returned to them if the windbreaker is returned to HR prior to leaving. Uniform may vary depending on position you are working in.

Snow King does not provide any uniform pants/shorts to staff. Staff can wear neutral colored pants or shorts (black, blue, tan). Closed-toe shoes are required for the majority of positions offered.

COMMUNITY AMENITIES

Walking Distance from Worksite:

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

Walking Distance from Housing:

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