



Snow King Mountain - Ticket Agent

HOST INFORMATION

Company Description:

Snow King Mountain Resort is a ski area in the western United States, located in Jackson, Wyoming. It was the first ski area in the state of Wyoming. In the winter, visitors can go skiing, tubing, snow shoeing, ride the mountain coaster or take ski lessons. Grand Teton National Park and Yellowstone National Park are also nearby (with limited accessibility)! 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 up to 30% discount on all food and beverage at our restaurants!!! We also provide free rentals of ski and snowboard equipment (rentals are limited during the holidays) as well as free ski lessons in the winter for our staff. 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 all winter activities you would want to do.

Be prepared for a cold winter season once you arrive in Jackson! Temperatures can drop below 0°F at times. In order to keep you all safe and warm, good winter clothing is the key. In town, Browse N Buy (thrift store), Headwall Sports, and Hoback Sports are great places to find new and used items.

Perks/Benefits

- **FREE ski pass**
- **FREE ski lessons**
- **FREE ski/snowboard rentals**
- **30% discount on F&B**
- **Retail shop discounts**

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:

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

Typical Schedule:

The mountain operates 9:00am-6:30pm the majority of the season, 7 days a week. Some days might vary in hours depending on events.

Seasonal changes to job duties or available hours: Yes

At the beginning of the season we will be focused on setting up for winter. We host events throughout the season that can require employees to assist in a skill set other than their typical job.

Drug Test required: No

COMPENSATION

Hourly Wage: \$17

Eligible for Tips: No

Estimated weekly wages including tips: \$700

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: 56

Potential fluctuation in hours per week:

Peak weeks during the season (holidays), events, low visitation weeks.

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

Overtime Policy:

Yes, paid after 56 hours

Job-Specific Benefits:

Free use of all activities on Snow King Mountain. Discount on all food at Snow King Mountain. 40% discount at Retail shop apparel and gear, free rentals throughout the season.

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: 32

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. They will not be paid during the paperwork and setup of their time keeping account. Students will be told to clock in when their on the job training begins.

Need to wear uniform: Yes

Uniform Policy:

Employer will provide uniform jacket. If not returned, uniform jackets will be deducted from students final pay check (\$400). Students must purchase warm winter boots and warm winter clothes for working outdoors in snowy conditions. It can get very cold in the winter. Please bring snow boots, warm socks, gloves, hats, snow pants, sweaters, and long underwear layers for being outside in the winter.

Cost of uniform: \$99.99

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Uniforms make identifying staff easy for our guests. If you're working, you need to be wearing Snow King logo attire. Depending on your position, you will be issued items such as T-shirt, long-sleeve sun shirt, windbreaker jacket, and/or a winter coat. Any deviation from these guidelines must be approved by your manager.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

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

Additional Details about Cultural Offerings:

Jackson is such a fun place to live and learn about American Culture. In the winter, students can visit Jackson Hole Mountain Resort and Grand Targhee Ski Resort for free. Visit the National Wildlife Art Museum, take a sleigh ride through the Elk Refuge, or take a dip in Astoria Hot Springs.

Local Cultural Offering:

Activities like skiing, snowboarding, great restaurants, and much more. There is also a local cinema and lots of small events at the library. Employees receive a FREE ski pass, FREE ski lessons, and FREE ski rentals for Snow King Mountain, so come prepared for a fun winter of skiing or snowboarding!

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 \$100 of the employee's \$256 a week rent. With that, Snow King Mountain employee final housing cost is \$156 per week per employee, given that the employee obey stipend rules. This is the most that an employee will have to pay each week, with a likelihood that the cost will end up being less. In order to qualify for the \$100 a week stipend, the following stipend rules apply. Stipend rules: 1. Exchange visitor must be on time and in uniform every day. 2. Exchange visitor must fulfill the manager directed schedule within reason to accommodate a minimum of 40 hours a week. 3. Exchange visitor cannot receive more than 2 disciplinary write ups for violation of company policy or safety procedures (Example: wearing ear buds while working). 5. Exchange visitors must fulfill their contracted dates as appears on the DS 2019 form. A \$300 deposit is deducted from students pay checks at \$100 increments over 6 weeks (3 pay periods on the biweekly pay schedule). 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 \$156 a 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. Employees are not eligible to use amenities at the employee housing including hot tub, pool, gym, etc. These amenities are for nightly paying guests only, not extended stay guests. If the employee is terminated for any reason from their position at Snow King throughout the winter season, the employee will have four days to move out of housing.

Lease Agreement: *Yes*

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 mini fridge. There is no shared kitchen at this time.

Laundry facilities: Yes

Description:

Laundry facilities are available at the housing but require coins to operate. There are two laundromats in Jackson that can be used if needed as well.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 2

Rooming Arrangement Description:

Students can request to room with individuals they are traveling with or know prior. Those traveling as couples/partners can request to room together. We ask that all requests are made at least one month prior to your arrival. For those traveling alone or who do not request a specific roommate, we send out a questionnaire to match individuals with similar habits to the best of our ability.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$156

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 week for 3 pay periods 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 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 money 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, but transportation from the airport is not guaranteed. The Jackson Hole Airport is a short 15 minute drive to housing. If we are unable to provide transportation from the airport, Uber, Lyft, and Taxis are available.

Suggested Arrival Airport:

Salt Lake International Airport, SLC, Over 50 miles

Jackson Hole Airport, JAC, Less than 25 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: No

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. Employees must visit the local Social Security Office within 5-10 days upon arriving in the US to apply for a social security number. You will need your Visa, DS-2019, and I-94 documents in order to apply for a social security number.

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

Other:

Wage Payment Schedule:

Employees are paid on a bi-weekly basis. Students are required to open a bank account within first weeks of arrival to set up direct deposit. Direct deposit is required to ensure payment confirmation for final check at the end of season as well.

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. It is the student's responsibility to maintain a clean uniform. No wildly colored hair, facial piercings, or inappropriate tattoos. All facial hair must be neatly trimmed and groomed.

Second Job Availability: Yes, likely

Applicable Company Policies:

Employees are prohibited from being on their phone while at work. Please speak with direct supervisor about any schedule changes, request, or time off that is needed. All schedule changes and time off requests must be submitted at least two weeks in advance.

Employer will provide uniform jacket, fleece, or pants depending on position. If not returned, the cost of uniform clothing items will be deducted from the students' final paycheck. Students must purchase warm winter boots and warm winter clothes for working outdoors in snowy conditions. It can get very cold in the winter. Please bring snow boots, warm socks, gloves, hats, snow pants, sweaters, and long underwear layers for being outside in the winter. We suggest purchasing these items before arriving as shopping is limited and can be very expensive in Jackson.

COMMUNITY AMENITIES

Walking Distance from Worksite:

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

Walking Distance from Housing:

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

