



## Glacier Park by Pursuit West Glacier - Front Desk Associate

### HOST INFORMATION

**Company Description:**

- **Low-cost housing at this location.**

*Our centuries-old legacy of inspiring guests in Glacier National Park is founded in our deeply-rooted connection with these iconic places. Our globally diverse team shares a passion for adventure, a genuine understanding of what makes these places so unique and an authentic desire to play host to the world.*

*We have a powerful story to tell. We host guests in majestic lodges and lakeside cabins. Nourish weary adventurers with locally-sourced offerings. Help travelers to uncover the cherished keepsakes of their western adventure. Most importantly, we are the compass of adventure—welcoming guests to our backyard and sharing the little-known secrets of these iconic places. We do all of this with a deep respect for the place we call home.*

*Our six lodging properties in and around Glacier are the perfect base camps for exploring this bucket-list destination. A sense of openness and adventure resounds in those who call this place home.*

*Our team is diverse—from across the US and beyond. Our team members come here to embrace the extraordinary. To watch the sun rise and set each day in a place that, for many people, exists only in their imagination. We are a community of people who say 'yes' to adventure time and time again. To be a part of the #pursuitlife and live each day with purpose, turning moments into memories.*

**Host Website:** <http://www.jobsinglacier.com>

**Site of Activity:** Glacier Park by Pursuit West Glacier

**Parent Account Name:** Pursuit

**Host Address:** 12 Main Street (Going-To-The-Sun Road) West Glacier, Montana, 59936

**Nearest Major City:** Kalispell, Montana, Less than 50 miles away

### PLACEMENT INFORMATION

**Job Description:**

*Your daily pursuit is welcoming our guests and helping them have the most comfortable Glacier adventure possible!*

**WHAT PERKS CAN YOU EXPECT IN THIS ROLE?**

*/ Work in a dynamic, culturally diverse team from around the globe*

- / Seasonal work experience in a historic hotel setting in an iconic, unforgettable, and inspiring locations*
- / Full-time work of 32+ hours weekly across the summer season*
- / Excellent options for discounted meals and lodging, including further discounts for returning team members at certain locations*
- / The chance to work in an inclusive culture and make life-long friends*
- / Opportunities for career growth or future work at other Pursuit locations*
- / Access to one of the world's most beautiful and iconic National Parks*

**WHAT WILL YOU DO IN THIS JOB?**

- / Greet guests in a welcoming and enthusiastic manner*
- / Register and assign rooms to guests, maintaining knowledge of availability for walk-in guests*
- / Communicate with housekeeping to update the status of room readiness, arrivals, and departures*
- / Offer guests information about available services, points of interest in the park and surrounding area, and entertainment options*
- / Offer assistance to guests and teammates where needed*
- / Be a utility player who can complete a variety of job duties*

**WHAT SKILLS AND EXPERIENCE DO YOU NEED FOR THIS JOB?**

- / Previous Front Desk experience strongly preferred*
- / Work-ethic and commitment to the team and guest is key*
- / Be willing and able to work solo or as a part of a larger team.*
- / Be committed to Safety First and the highest quality of cleaning & sanitizing standards*
- / Be organized with a great eye for detail*
- / Be kind to others and always bring your best*
- / Be a good communicator, always suggesting ideas and solutions*
- / Be helpful and friendly, willing to go the extra mile*
- / Be relaxed, flexible and able to handle a few curve balls*
- / Be ready to have fun!*

**WHAT WILL YOUR WORK ENVIRONMENT BE LIKE?**

- / Beautiful. You'll work in iconic, unforgettable and inspiring Glacier National Park. You'll see amazing scenery and wildlife. You'll participate in team events – and fun!*
- / Independent. You'll spend your days in and around historic hotels, lodges and cabins*
- / Balanced. Glacier Park Collection is a non-smoking, drug-free environment*
- / Remote. Our home is filled with trees, lakes and blue-bird skies; rather than buildings, freeways and smog. Connect with friends around a bonfire instead of through Wi-Fi.*
- / Busy. You need to be prepared for a physical working environment with walking, stair climbing, bending, reaching, lifting (up to 50 pounds with assistance) required*

**Typical Schedule:**

*A typical work week is 5 days on and 2 days off. Front Desk Associates may work a combination of morning and afternoon shifts with an average of 32 hours per week.*

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

*July and August are our busiest months. Help in other areas may be required early and/or late season.*

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$15

**Eligible for Tips:** No

**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:**

Guest visitation

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

**Overtime Policy:**

Yes, paid after 40 hours

## JOB REQUIREMENTS

**English Level required:**



**Advanced**

**Required to be 21+:** No

**Previous Experience required:** Yes

Previous guest service experience required. Hotel front desk experience preferred.

**Qualifications & Conditions**

Lifting

Lifting requirement: 25lbs/11kgs

Description:

Job requires constant standing and some walking. Job may require assisting with luggage and lifting in excess of 25 lbs. Job may require the use of stairs, while assisting guests with luggage and requests. Elevators are not present.

Standing for entire shift

**Job Training required:** Yes

Length of job training:

4-5 days and/or on-the-job

Hours per week during training period: 32

*Different wage during training period: No*

*Start on specific day of the week: No*

*Training requirements:*

*Must successfully complete all company provided job training.*

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

*Uniform Policy:*

*Staff are required to wear a uniform specific to their job. Pursuit provides work shirts and job-related accessories. Specific pants, shoes, and accessories must be provided by the team member. Details provided after hire.*

*Cost of uniform: \$0*

*Uniform laundry: Participant responsibility*

***Dress Code: Yes***

*Description:*

*Staff are required to wear job-specific uniform, name tag, and adhere to company appearance standards.*

## CULTURAL OPPORTUNITIES

***Types of Cultural Opportunities:***

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

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

*The mountains, lakes and streams are our playground. Each day is packed with moments ripe for memories - crushing miles on the trail, bagging peaks, swimming in ice-filled pools, fishing & rafting the river and kayaking lakes. We also offer a fun-filled activities program for our team.*

## 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:***

*We live in a remote, rural area. Staff housing is shared communal living and is diverse ranging from dorm-style, apartment, condo, and single-family home. Expect to have at least one roommate and share the housing with more team members. Bedrooms include a single-size bed (sometimes bunk beds), drawers and hanging space for clothes, and may include a chair, desk, and other amenities. All housing is within walking or biking distance to work. Housing includes kitchens to cook meals. Limited Wi-Fi is available. TV & air conditioning is not available. Bed & bath linens are provided at no charge (sheets, blanket, pillow, towel).*

***Lease Agreement: Yes***

***Onsite Amenities:***

*WiFi: Yes*

*Description:*

*Wi-Fi in select areas only. Speeds may be slower than at home.*

*Phone Service: Yes*

*Description:*

*Phone access for emergencies and to contact CIEE is available in the manager/General Manager office. Cell phone service is limited. Verizon is the preferred service.*

*Kitchen facilities: Yes*

*Description:*

*Shared kitchen facilities are available in staff housing. Kitchens are fully equipped - all standard cooking & dining tools provided by the company.*

*Laundry facilities: Yes*

*Description:*

*Shared laundry facilities are available in staff housing. No additional cost.*

**Occupancy Requirements for Provided Housing:**

*Minimum Occupancy Per Room: 2*

*Maximum Occupancy Per Room: 2*

*Suggested Occupancy Per Room: 2*

*Rooming Arrangement Description:*

*Roommate requests should be made with the People & Culture team at [gpcpeople@pursuitcollection.com](mailto:gpcpeople@pursuitcollection.com) Requests are taken on a first-come, first-served basis as available. Couples housing is very limited and cannot be guaranteed. Unless requested, bedrooms/bathrooms are single-sex.*

**Provided Housing Cost:**

*Required to Pay for Provided Housing: Yes*

*Cost per Week: \$60*

*Housing Cost Deducted from Paychecks: Yes*

*Utilities Costs: No*

*Housing Deposit: Yes*

*Cost: \$100*

*Description:*

*\$100 refundable deposit as long as the housing unit is left in good standing (clean, no damages beyond normal wear/tear). It will be taken out in 4 increments of \$25 over the first 4 paychecks.*

*Housing Deposit Refundable: Yes*

*Conditions for Deposit Refund:*

*\$100 refundable deposit as long as the housing unit is left in good standing (clean, no damages beyond normal wear/tear). It will be taken out in 4 increments of \$25 over the first 4 paychecks.*

*Details About Deposit Refund:*

*Housing deposit will be refunded 2 weeks (1 pay cycle) after your final paycheck.*

**Transportation to Worksite:**

*Walking Commute Time*

*Estimated commute time: Under 15 minutes*

*Description: Casual, moderate terrain. Sidewalks available in most places.*

#### *Biking*

*Estimated commute time: Under 15 minutes*

*Bicycles are provided free of charge: Yes*

*Bicycles are not provided: No*

*Bicycles are available to rent: No*

*Estimated cost: \$*

*Description: Shared bicycles are available for staff use. Paved roads and bike lanes are available. Though located in a rural, wooded area traffic can be heavy due to high guest visitation to the Park. Ride safely and remember to use proper safety equipment.*

## ARRIVAL INFORMATION

#### **Arrival Instructions:**

*There are two options for your arrival to Glacier National Park.*

#### **Option 1:**

**Glacier Park International Airport (FCA):** *this is a small airport and an overnight stay at a local hotel might be necessary. Flying directly to Glacier is best for students arriving from Europe.*

*A shuttle from the airport is provided. Information about days/times to arrive will be provided with your Pursuit onboarding information post-hire.*

#### **Option 2:**

**West Glacier, MT Amtrak Station (WGL):** *(fly to Seattle, WA) and travel by overnight train to West Glacier, MT. This is an economical travel option and works best for students arriving from Asia. If traveling by train, plan to arrive one day before your work start date. Check out train tickets at [www.amtrak.com](http://www.amtrak.com).*

*Staff will report to the General Manager at property for housing check-in prior to starting work. Orientation is held weekly. Please send your full travel itinerary to the People & Culture Department ([gpcpeople@pursuitcollection.com](mailto:gpcpeople@pursuitcollection.com)) at least two (2) weeks prior to your arrival.*

#### **Suggested Arrival Airport:**

*Glacier Park International Airport, FCA, Less than 50 miles*

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

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

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

*Grouse Mountain Lodge  
2 Fairway Drive  
Whitefish, Montana 59937  
\$75 to \$100*

# TRAINING AND ONBOARDING

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

Participants will be asked to complete a profile in our application system for better communication as well as pre-arrival on-boarding for Payroll in ADP. Links and additional information provided post hire.

## **Social Security Number:**

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

Details about how to apply for Social Security Number:

The People & Culture team will schedule a Social Security visit for you approximately 2 weeks post arrival. Shuttle transportation will be coordinated with your Location General Manager and People & Culture.

Nearest SSA Office: Kalispell, Montana, Less than 50 miles

## **Other:**

Wage Payment Schedule:

You will be paid bi-weekly (every other Friday). Direct deposit to a company provided pay card is the preferred option (easy access to money during summer and at home). Pay may also be deposited into an American bank account if you have one.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

We strive to provide an exceptional experience to each guest we meet. While we value each team members individual creativity and personality, we expect all staff to arrive to work with a well-groomed, professional appearance. This includes wearing the appropriate uniform for work, presenting a moderately conservative and hygienic appearance. Large/excessive piercings and/or tattoos, unnatural hair colors, extreme hairstyles, and unkempt facial hair do not exemplify a professional appearance.

Second Job Availability: Yes, likely

Applicable Company Policies:

- We meet 3.5 million guests each summer - our businesses are busy. Each team member should expect to work an average of five days per week, and around 32-40 hours. Most staff work a combination of shifts. Although our managers do their best to accommodate special scheduling requests flexibility is key. Early and late season can be a bit slower and offer greater opportunity for special requests.
- Our guests' experience is important and must be our focus. You won't need a cell phone to do your job, so plan to leave it at home while working.
- All Pursuit buildings are smoke-free. Designated smoking areas are available for use by staff and guests.

## 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*