



Alaska Collection Talkeetna Alaskan Lodge - Front Desk Agent

HOST INFORMATION

Company Description:

Have you dreamed of exploring the great Alaskan wilderness, or working and playing in a small historic town? The Talkeetna Alaskan Lodge, an experience by Pursuit, can offer you the ultimate in seasonal employment. We are looking for adventurous, hardworking, conscientious people. The Talkeetna Alaskan Lodge is a seasonal property, encompassing a main lodge, four guest lodges, onsite restaurants, and meeting facilities all resting on 35 acres of our 640-acre site; providing an unmatched view of Denali and the Alaska Range.

The historic town of Talkeetna, located 2 hours north of Anchorage and 2.5 hours south of Denali National Park, has a year-round population of approximately 800 people. We pride ourselves in being a destination spot for some of the best fishing, hiking, rafting, and photography in all of Alaska. Please be prepared for an Alaskan experience, with limited outside services. This location has some cell and internet service. Many of our seasonal employees get hooked on the adventure the wilderness offers and come back to work year after year, advancing in pay and status each time they do.

Host Website: <https://www.pursuitcollection.com/careers/alaska/work-in-talkeetna/>

Site of Activity: Alaska Collection Talkeetna Alaskan Lodge

Parent Account Name: Pursuit

Host Address: 23601 Talkeetna Spur Road , PO Box 727 , Talkeetna , Alaska , 99676

Nearest Major City: Anchorage , Alaska , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

/ Responsible for the daily operations of the Front Desk. Work closely with all departments in an efficient, courteous and dedicated manner to ensure guests' expectations are exceeded. Provide quality service and enhance the guest experience while following the company and Talkeetna Alaskan Lodge's policies and procedures.

Major Activities (Typical Duties/Responsibilities):

/ Greet arriving/departing guests in a professional and pleasant manner and provide excellent guest service
/ Be knowledgeable of lodge services, daily functions or activities occurring at the Lodge and in the area
/ Serves as the central information center for all lodge operations
/ Reconcile guest folios ensuring all charges are correct and accurate
/ Operate multi-line telephone system, accurately record, and deliver messages
/ Responsible for obtaining valid form of payment upon arrival
/ Keep work area and Front Desk area clean, neat and organized
/ Coordinate and document all bag pulls with Guest Services, Group Desk and Tour Directors
/ Monitor lobbies for cleanliness and remove trash as necessary
/ Responsible for assisting guests with reservations, check-in, check-out, and general requests
/ Keep all Front Desk reports current
/ Perform wake up calls and answer guest questions
/ Provide housekeeping with an accurate list of check-outs, stay-overs, and early arrivals
/ Inform Guest Services of transportation needs
/ Run end of shift reports and reconcile cash drawer while providing any and all documentation for accounting
/ Handle comments, complaints and concerns with a high level of efficiency and in the best interest of the guest
/ Work closely with all other departments to ensure prompt service and overall guest satisfaction
/ Approximately 40-50 hours per week
/ Other duties as assigned

Typical Schedule:

Varies - once staff arrive, they will have schedules developed by department manager.

Drug Test required: No

COMPENSATION

Hourly Wage: \$17

Eligible for Tips: No

Estimated weekly wages including tips: \$590

Bonus: No

** All figures above are pre-tax*

Estimated average number of hours per week: 40

Estimated minimum number of hours per week: 40

Estimated maximum number of hours per week: 45

Potential fluctuation in hours per week:

Volume varies based on peak season and hotel occupancy.

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

30% off meals at resultants

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Physical Abilities: / Requires lifting, bending and climbing / Ability to safely lift and maneuver 50 lbs / Be able to stand for 8 or more hours

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

Job Training required: Yes

Length of job training:

1 week

Hours per week during training period: 35

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Alaska Food Worker Card. This can be obtained onsite. /Strong commitment to working on a team / Ability to be resourceful, flexible and adaptable – go with the flow / Ability to organize and prioritize multiple tasks in a fast-paced environment / Have solid communication skills, attention to detail and focus on quality / Have an excellent hospitality mindset and both internal and external guest service skills / Have a strong sense of urgency and desire to “get things done” / Have a natural drive and curiosity about how to continuously improve the business / Suggest solutions based on what you learn every day on the job / Keep a focus on safety and safe operations / Desire to embrace remote living with a small tight knit community of coworkers in shared spaces and common rooms with mutual respect and consideration / Ability to lift, push, pull, and carry a minimum amount of 50 pounds / Ability to bend, kneel, squat, and crouch / Ability to follow directions in English

Need to wear uniform: Yes

Uniform Policy:

We require that all staff be appropriately dressed. Please contact your operations assistant for further information.

Cost of uniform: \$0

Uniform laundry: Provided at no cost

Dress Code: Yes

Description:

Uniform + black non slip shoes.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

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

Additional Details about Cultural Offerings:

We place a lot of emphasis on work life balance and cultural immersion opportunities, List below:

Employee Appreciation Party

Matanuska Glacier Expedition

Alaska State Fair outing + Concert

Hiking Trips

4th of July BBQ

End of Season BBQ

National Park Christmas

and much more!

Local Cultural Offering:

Community events & festivals in Talkeetna

Outdoor summer music venues

Flight seeing tours of Denali

Jetboat tours

Guided fishing trips

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:

Talkeetna offers two types of employee housing: Dorm-Style Housing: Shared bedrooms with 1-3 others, communal cooking, leisure, and gender-separated shower/restroom facilities, accommodating up to 54 employees in shared spaces. Apartment-Style Housing: Two-

bedroom apartments with a kitchen, bathroom, and TV. Bedrooms house 2-4 employees, with communal areas shared by 5-8 employees. Bedding and towels are provided for both housing types. Housing is provided, but placements first come, first served, with no guarantees of being housed with people from the same country or department.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Wifi available

Phone Service: Yes

Description:

Landline & Cellular, Wifi available. AT&T has been the most reliable cellular provider in the area.

Kitchen facilities: Yes

Description:

All kitchens are equipped with refrigerators, stoves, microwaves, and cooking equipment and utensils.

Laundry facilities: Yes

Description:

Complimentary onsite laundry available

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 6

Suggested Occupancy Per Room: 2 - 6

Rooming Arrangement Description:

Dorm-Style Housing: Shared bedrooms with 1-3 others, communal cooking, leisure, and gender-separated shower/restroom facilities, accommodating up to 54 employees in shared spaces. Apartment-Style Housing: Two-bedroom apartments with a kitchen, bathroom, and TV. Bedrooms house 2-4 employees, with communal areas shared by 6-8 employees. Bedding and towels are provided for both housing types. Housing is provided, but placements first come, first served.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$70

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: 2 minutes from employee housing

Biking

Estimated commute time: Under 15 minutes

Bicycles are provided free of charge: No

Bicycles are not provided: Yes

Bicycles are available to rent: No

Estimated cost: \$

Description: Onsite.

ARRIVAL INFORMATION

Arrival Instructions:

We recommend flying in to Ted Stevens International Airport in Anchorage, Alaska. Once you receive your visa, please email your agency to notify them. You are REQUIRED to communicate travel plans with your employer at least 2 weeks prior to arrival. You MUST provide your employer with the following information:

- *Flight Information*
- *Anchorage Accommodations (booked independently & at your own expense)*
- *Transportation Plan to Anchorage Office for scheduled Arrival Date (booked independently & at your own expense)*

You will need a FULL DAY in Anchorage for On-Boarding before traveling to Talkeetna. Please note that the Social Security Administration and most banks are closed on Saturdays and Sundays. Please come prepared for travel expenses, as team members are responsible for booking and paying for their accommodations and transportation in Anchorage. While packing, bring the appropriate clothes for your uniform. Space is limited in employee housing rooms, so be conscious of what you pack. Transportation options may limit your luggage to only 2 standard suitcases + 1 small carry-on item per person. You may be responsible for handling your own luggage between destinations.

EXAMPLE ARRIVAL SCHEDULE:

- *Day 0 / Pre-Arrival (in Anchorage): We encourage you to arrive in Anchorage a day prior to your scheduled Arrival Date, to allow you time to rest from traveling or explore the city prior to traveling to your workplace. Anchorage accommodations and transportation should be booked independently and at your own expense.*
- *Day 1 / Arrival Day (in Anchorage): In the morning, report to work at Pursuit's Anchorage Office, where you will complete required On-Boarding tasks. While in Anchorage, apply for a Social Security Number and set up a bank account. Finish the day with employer-provided transportation from Anchorage to Talkeetna. Along the way, there may be a stop at a store to buy groceries, as there is no employee dining room on-site and team members must provide and cook their own food. Upon arrival to your destination, the Alaska team will explain the Housing Check-In process for you.*
- *Day 2 / Housing Check-In (in Talkeetna): Settle into housing. The Alaska team will explain the upcoming Orientation and your work schedule.*
- *Day 3 through Day 7 / Orientation & Training: Within your first week on property, you can expect to participate in team member*

Orientation, start training with your manager, and begin your work schedule.

Suggested Arrival Airport:

Ted Stevens Anchorage International Airport, ANC, Over 50 miles

Estimated cost of transportation to worksite from suggested airports: \$50 to \$75

If arriving after regular hours:

Suggested After-Hours Accommodation:

Alaskan Backpackers Inn
327 Eagle St
Anchorage , Alaska 99501
(907) 277-2770
\$0 to \$25

Base Camp Hostel
1037 W 26th Ave
Anchorage , Alaska 99503
907-274-1252
\$25 to \$50

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Employees must complete a series of onboarding steps prior to arrival, if possible.

These will include:

- iCims onboarding
- ADP payroll onboarding
- "What to expect" training outline specific to Talkeetna Alaskan Lodge

More information to come from our Alaska team!

Social Security Number:

Require participants to apply for SSN before arrival at worksite: Yes

Details about how to apply for Social Security Number:

Please apply for your Social Security card immediately upon arrival in Anchorage. Office address: ROOM A11 222 W 8TH AVENUE ANCHORAGE , AK 99513 Be sure to obtain a receipt for your SS application. Please have your SS card mailed to: PO Box 727 Talkeetna AK99676.

Nearest SSA Office: Anchorage , Alaska , Over 50 miles

Other:

Wage Payment Schedule:

Biweekly (every 2 weeks) via direct deposit.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

In our guest-focused hospitality business, you may be asked to “adapt your look” on the job to fit the needs of your work location. Hair has to be neat and clean. Any extreme hair colors or styles may not be appropriate or allowed. Facial hair needs to be clean and trimmed. Visible tattoos, jewelry, piercings and even clothing choices have to be appropriate for the location and the job. Any personal appearance choices that might be viewed as too extreme or offensive may not be allowed.

Second Job Availability: Yes, likely

Applicable Company Policies:

PHONES

Phones are prohibited for use while you are on the time-clock unless you are doing verified, company business. Please wait until your break or when you are off the clock to check and/or send messages, mail, or post.

ATTENDANCE

Team Members are expected to be on time for their scheduled work shifts and not late.

HARASSMENT/DISCRIMINATION

Any form of harassment be it; Racial, color, religious, age, sexual harassment, sexual orientation, or national origin are strictly forbidden and the result of any taking place can lead to immediate termination or disciplinary action. Our professional atmosphere is maintained by the image we present to guests, customers, visitors, vendors and co-workers. Our dress code is designed to promote our brand image, ensure proper safety, and ensure that our personal attire does not offend or distract others. Clothing that is not consistent with our brand or image and therefore not allowed would include, but not limited to: tee-shirts, ripped denim, spandex, yoga pants, sleeveless shirts or dresses, mini-skirts, revealing attire, distressed attire, offensive slogans or language, flip flops or sportswear. At all times, employees are asked to err on the side of modesty and respect for co-workers and our guests. Locations with extreme temperatures or conditions may also have accommodations that allow for the environment, which will be clarified by the local manager. Upon end of season or termination of employment, the uniforms must be returned clean and in good repair, if not otherwise purchased by the employee. In addition, we expect all employees to exhibit proper hygiene. If an employee's hygiene, dress or appearance is unprofessional or is offensive or distracting to others, they will be sent home without pay to remedy the situation or change into appropriate business attire or their required uniform.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Public Library

Walking Distance from Housing:

Fitness Center

In Town, Requires Transportation:

Food Market, Post Office, Bank, Restaurants

Unavailable:

Shopping Mall, Internet Cafe