



## Xanterra Mount Rushmore National Memorial - Resort Worker

### HOST INFORMATION

**Company Description:**

**Mount Rushmore National Memorial depicts the faces of four US Presidents who helped write the story of birth, growth, development and preservation of the United States.**

*Nestled at the foot of Black Elk (Harney) Peak in the beautiful Black Hills of South Dakota near Mount Rushmore National Memorial and only a short distance away from Custer State Park, Crazy Horse Memorial, Wind Cave National Park, and the lakes and trails of the Black Hills National Forest.*

*Mount Rushmore National Memorial offers a unique experience for outdoor adventures, sightseeing and opportunities to soak up history at the Sculptor's Studio, Lincoln Borglum Museum, and Avenue of Flags representing the 56 states and territories. Each evening there is an Evening Sculpture Lighting Ceremony at the amphitheater.*

*Students will be living in employee housing which is a short shuttle ride from Mount Rushmore National Memorial. Employee Housing is near the small town of Keystone, South Dakota which offers restaurants, local stores, Big Thunder Gold Mine, the historic 1880 Train, mini-golf, the National Presidential Wax Museum, and more.*

*Please note that you will NOT be working in a big city - this is a national forest and is remote.*

**Host Website:** <https://www.mtrushmorenationalmemorial.com/>

**Site of Activity:** Xanterra Mount Rushmore National Memorial

**Parent Account Name:** Xanterra Travel Collection

**Host Address:** 13000 Highway 244 Building 81 Keystone , South Dakota , 57751

**Nearest Major City:** Rapid City , South Dakota , Less than 50 miles away

### PLACEMENT INFORMATION

**Job Description:**

*Employee will be placed in one of the following upon arrival. Hourly rate depends on which position student is assigned to.*

*Food & Beverage Attendant: \$13.50/hour*

- Responsible for food preparation, cafeteria work, fast food operation, dish/pot machine operation and maintain sanitation standards in kitchen, dining room, and snack bar.*
- Take customer orders, receives payments from customers and enters into cash register.*
- Selects requested food items from serving or storage areas and assembles items on serving tray or in takeout container.*
- Notifies kitchen personnel of shortages or special orders.*
- Serves cold drinks, frozen milk drinks, or desserts. Makes and serves hot beverages.*
- Scoop and serve ice cream.*
- Cooks or apportions food or performs other minor duties to prepare food, serve customers, or maintains orderly eating or serving areas.*
- Replenishes supply of clean linens, silverware, glassware, dishes in dining room, and condiment bar.*
- Carries and washes dirty dishes from dining room.*

- Clears and wipes table tops and chairs with damp cloth.
- Work in the Employee Dining Room by serving food and replenishing all food and condiment supplies as needed.
- Cleaning duties as assigned.

**Retail Associate: \$13.75/hour**

Obtains or receives merchandise, totals bill, accepts payment, and makes change for customers in retail store by performing the following duties.

- Greets customer on sales floor and determines make, type, and quality of merchandise desired.
- Displays merchandise, suggests selections that meet customer's needs, and emphasizes selling points of article such as quality and utility.
- Stocks shelves, counters, or tables with merchandise
- Prepares sales on register and receives payment.
- Wraps or bags merchandise for customer.
- Places new merchandise on display.
- Takes inventory of stock.
- Requisitions merchandise from stockroom.
- Cleans work area and store floor as needed and/or directed.
- Answers customer's questions concerning location, price, and use of merchandise.

**Parking Attendant: \$14.20/hour**

You will help direct traffic by performing the following duties:

- Maintain cleanliness of all parking lot grounds and perform housekeeping duties as assigned.
- Assist guests at Pay on Foot stations.
- Act as first contact with guests as they arrive to the Memorial.
- Direct traffic within the parking facility.
- Act as a crossing guard at the pedestrian walkway between the parking facility and the memorial.

**Facilities Custodian: \$14.20/hour**

Responsible for helping maintain the cleanliness of assigned areas. Areas include public space at the concession building, outdoor patio, parking facility, employee dining room, dormitory hallways and common area. You will help to make sure floors and bathrooms are cleaned, trash and recycling receptacles are emptied, and trash is picked up off the ground.

**Typical Schedule:**

Open 7 days a week. During the peak season, operations are open from 7:00am-10:30pm. Days off with friends are not guaranteed - based on the schedule of the business and how busy it is.

**Drug Test required:** Yes

## COMPENSATION

**Hourly Wage:** \$13.5

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$486

**Bonus:** No

\* All figures above are pre-tax

**Estimated average number of hours per week:** 36

**Estimated minimum number of hours per week:** 32

**Estimated maximum number of hours per week:** 40

**Potential fluctuation in hours per week:**

There are busy times in the season that will give you more hours per week. There can also be slower periods, which means fewer hours may be available.

**Average number of hours per week reached by last year's seasonal employees: 35**

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

Employee appreciation day (date TBD) allows for 50% off retail. Discounted hotel rooms with other Xanterra properties.

## JOB REQUIREMENTS

**English Level required:**



**Intermediate**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

Lifting

Lifting requirement: 50lbs/22kgs

Description:

The employee must occasionally lift and/or move up to 50 pounds.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

Other qualifications or conditions

Description:

While performing the duties of this job, the employee is regularly required to stand. You will be required to use hands to finger, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee is required to walk, stop, kneel, crouch, or crawl. Employees must work hard, enjoy working with and for others, take pride in a job well done and be committed to providing first-class service to guests. The work is highly customer oriented. Employees must be willing to do various job duties. Must have the ability to read and comprehend simple instructions, short correspondence, and memos in English and have the ability to write simple correspondence. Must have the ability to work in small group situations with customers, clients, and other employees of the organization. Must have the ability to do basic math since you will be working a cash register. You must be able to speak and communicate clearly in English.

**Job Training required:** Yes

Length of job training:

1-2 weeks and ongoing as necessary

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

You are required to attend and complete the General Orientation, which starts on Wednesday of each week. If you miss the Wednesday orientation (your first day of paid work), you will not be able to work all week, and you'll need to wait until the following Wednesday to attend the orientation and have your first day of paid work. ServSafe Training information and material will be provided for all F&B employees.

**Need to wear uniform:** Yes

*Uniform Policy:*

*You will be issued uniform shirts, hats, and apron. Name tags are provided and required while working. You bring comfortable, black, closed-toe slip-resistant shoes. You also need to bring your own black cotton pants. All clothing needs to be clean and ironed. Shoes need to be clean and new looking No spandex, track suits, short skirts or sweatpants. No black jeans*

*Cost of uniform:* \$0

*Uniform laundry:* Participant responsibility

**Dress Code:** No

## CULTURAL OPPORTUNITIES

### **Types of Cultural Opportunities:**

*Trips to Nearby/Major Attractions, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Shopping Trips, Company Parties*

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

*We organize and provide transportation for a variety of day trips. Shopping in Rapid City, at places like Walmart, allows you to get items that making living a little more comfortable. Exploring day trips include the Crazy Horse Memorial, Bear Country, Badlands National Park, and so much more.*

### **Local Cultural Offering:**

*You will live and work 3 miles from the small town of Keystone, SD; which has restaurants, attractions, and shops. You will receive a discount card to be used for free/discounted admission into Black Hills attractions. Xanterra does not provide shuttle service from the Memorial to Keystone.*

## 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:**

*Housing at Mount Rushmore is one of the best employee accommodations in the area. The dormitory style residence, Kay Riordan-Steuerwald Hall, offers housing for up to 160 employees. If employee loses their job, they lose their housing. Employee dormitory housing is \$38 per week which is deducted from your paycheck. Housing is located within ¼ mile of work site. It is NOT located in a big city! Late May and into October, we do our best to provide shuttle transportation to and from the employee housing and the main work building. The shuttle schedule works to accommodate the various department schedules and meal periods. Employees may walk the available trail if needed to get to and from the housing to the main building. NO ALCOHOL is permitted in the dormitory building and surrounding area. Smoking is in designated area only. The rooms in the dormitory building are carpeted, furnished with a bed, secure closet and refrigerator; each room has a private shower and toilet area. Rooms accommodate 2-4 occupants. Sheets, blankets, pillows, bath towels, and mini personal hygiene kit are provided. Storage space is limited, so plan on bringing just the essentials. The employer is not liable for loss of personal effects and recommends that students not bring items of great value. Only authorized persons are allowed within the Unit. Xanterra reserves the right to determine in its sole discretion whether an individual is an authorized person. We do have limited co-ed housing availability. We attempt to accommodate roommate requests as best as we can, however, specific roommates are not guaranteed. Employees are responsible for personal conduct and cleanliness in the employee housing building and surrounding area. A family style common room contains a TV, tables, various board games, and a foosball table. We also provide some outdoor items, such as soccer and basket balls and badminton setup. Refrigerators and microwaves are available in the dormitory common room for use by all residents in the dorm. There is no kitchen facility, tools or utensils available, all meals are served in the cafeteria. Due to fire code and other regulatory oversight, only limited appliances are permitted for use in the dormitory building and surrounding area. The following is meant to provide*

*an idea of what is allowed and what is prohibited but is not an exhaustive list. Example of what is permitted: rice cooker, food steamer appliance, microwave, electric kettle, and single serve hot drink appliance. Example of what is prohibited: electric skillets, sandwich presses, flat griddles, pressure cookers, toasters, and appliances with a large open heat source. No open flames are permitted in the dormitory building and surrounding area. Employee meals are served in the Employee Dining Room (EDR). Please note that because of the number of employees that are fed each day, restricted diets, including strict vegetarian diets, are very difficult to accommodate. The EDR is at the main work building and not in the dormitory housing building. Breakfast, lunch and dinner are served in the EDR and is \$5.75 per meal. EDR meals are NOT deducted from your paycheck. Please plan on bringing cash or credit card payment. During the peak summer season, we have onsite night security guards who help to monitor during quiet hours, assist if someone gets locked out of their room, and monitor the dormitory building and surrounding area. The dormitory area has an outdoor gazebo area with picnic tables and a basketball hoop for employee use. Many times during the year you may find a birthday celebration happening at the gazebo. Should an employee choose to not stay in the employee dormitory housing, they would be responsible for their own transportation, laundry, and ensuring housing accommodations that are provided meet the minimum housing standards.*

**Lease Agreement:** Yes

**Onsite Amenities:**

*WiFi: Yes*

*Description:*

*Wi-Fi is available. We are in a remote area, so internet service can be limited at times. Internet speeds may be slower with the employee dormitory building has more occupants and devices.*

*Phone Service: Yes*

*Description:*

*Cell service is available, however, can be limited with the remote nature of the location. The dormitory building has a phone available to contact emergency services.*

*Kitchen facilities: No*

*Description:*

*Dorms do not have kitchen facilities. All meals are provided in the employee dining room (EDR).*

*Laundry facilities: Yes*

*Description:*

*Clothes washing machine and dryer are each \$0.50/load; cold water setting does not need detergent. Otherwise you would provide your own detergent. Change machine onsite at the employee dormitory.*

**Occupancy Requirements for Provided Housing:**

*Minimum Occupancy Per Room: 2*

*Maximum Occupancy Per Room: 3*

*Suggested Occupancy Per Room: 2 - 3*

*Rooming Arrangement Description:*

*We do have limited co-ed housing availability. We attempt to accommodate roommate requests as best as we can, however, specific roommates are not guaranteed. Ensure you are providing roommate requests during the pre-arrival onboarding emails.*

**Provided Housing Cost:**

*Required to Pay for Provided Housing: Yes*

*Cost per Week: \$38*

*Housing Cost Deducted from Paychecks: Yes*

*Utilities Costs: No*

*Housing Deposit: Yes*

*Cost: \$100*

*Description:*

*Must be given in cash upon arrival*

*Housing Deposit Refundable: Yes*

*Conditions for Deposit Refund:*

*You must leaving housing in good condition (clean of trash, no broken items or furniture), and you must work until the agreed-upon end date on your job offer form, no employment issues.*

*Details About Deposit Refund:*

*Via final paycheck*

### **Transportation to Worksite:**

*Walking Commute Time*

*Estimated commute time: Under 15 minutes*

*Description: We have a trail that goes through a forested area between the dorm and work location. Trail does have a steep inclines. Trail does have lighting on many portions of the trail.*

*Employer-Provided Transportation*

*Estimated commute time: Under 15 minutes*

*Employer-Provided Transportation is free of charge*

*Description: Employee shuttle service is available to/from housing/EDR multiple times per day on a set schedule. Shuttle service is not provided from the Memorial to Keystone, SD.*

## ARRIVAL INFORMATION

### **Arrival Instructions:**

*There are two options for your travel to Mount Rushmore National Memorial, both will arrive in Rapid City, South Dakota. We suggest flying into Rapid City Airport (RAP) which provides a quicker and more direct travel itinerary. The other option is by bus into the Jefferson Bus Depot @ Milo Barber Transportation Center, although may have a lower price can be more time sitting to arrive.*

*Arrival for housing checkin is only permitted starting 3 days before your Thursday start date. You will need to schedule arrival into Rapid City the **Monday, Tuesday, or Wednesday between 8:00am-5:00pm local time the same week as your scheduled Thursday orientation date.** Arrivals on **Wednesday** (the day before your scheduled orientation date) may not leave room if you encounter travel delays. **If you are delayed on Wednesday, your orientation will be rescheduled to the following week with a pickup on Monday.***

*Should your arrival time be AFTER 5:00pm on Monday or Tuesday, you can either remain at the airport until the next morning or may stay at a Rapid City hotel at your own cost. Make sure you let us know which hotel so we can make arrangements to pick you up from the hotel. Transportation to a local hotel is at your own cost. Transportation options include taxi, ride share, and shuttle.*

*Travellodge by Wyndham Rapid City (not Rapid City/Black Hills) - should you call the local phone number (not go through the website) and mention being with Xanterra, you would be eligible for a discount.*

*Holiday Inn Rapid City Downtown - has a \$12 shuttle to take you from the airport to the hotel.*

*We will provide transportation (the 45 minutes) from the airport, bus transportation center, or hotel to the employee housing. Prior to arriving at the employee housing, we will stop at Walmart in order for you to purchase items you may need.*

*So that we may provide transportation from Rapid City to Mount Rushmore, you will be asked to provide your travel information as part of the pre-arrival and onboarding processes. We must have your arrival travel information at least 2 weeks prior to your scheduled orientation date. Failure to do so could result in you NOT being picked up from the airport, bus station or Rapid City hotel.*

*The scheduled orientation date is considered your date of hire and will need to match your DS2019 arrival date.*

### **Suggested Arrival Airport:**

*Rapid City Airport, RAP, 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:***

*Travellodge by Wyndham Rapid City*  
2505 Mt Rushmore Rd  
Rapid City, South Dakota 57701  
<https://www.wyndhamhotels.com/travelodge/rapid-city-south-dakota/travelodge-rapid-city-sd/overview>  
(605) 389-3792  
\$75 to \$100

*Holiday Inn Rapid City Downtown*  
505 North Fifth St  
Rapid City, South Dakota 57701  
<https://www.ihg.com/holidayinn/hotels/us/en/rapid-city/rapcc/hoteldetail>  
(605) 348-4000  
\$150 to \$200

*Baymont by Wyndham Rapid City*  
4040 Cheyenne Boulevard  
Rapid City, South Dakota 57703  
<https://www.wyndhamhotels.com/baymont/rapid-city-south-dakota/baymont-inn-suites-rapid-city/overview>  
(605) 503-6104  
\$150 to \$200

## TRAINING AND ONBOARDING

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

*Prior to your arrival you will receive a series of emails with links to ask you to complete information. Emails include:*

- 1. Email Subject Line "Next Steps in the hiring process (BridgeUSA Participant) - this email is providing you with a temporary social security number(if you do not have one) and needing you to fill-in your legal name and date of birth to get started in our onboarding system.*
- 2. Email Subject Line "Onboarding Instructions for your name" - this email provides documents for Xanterra and Mount Rushmore, including the Employee Handbook. You will continue to get reminder emails to complete the tasks prior to arrival.*
- 3. Email Subject Line "Mount Rushmore Uniforms" - this email will cover the uniform requirements and provide details on what we will provide and what you are expected to bring.*
- 4. Email Subject Line "Mount Rushmore - Getting to know you" - this email will ask you to share some information (if you would like) about yourself. We will use this information on our communication board so we can know a little bit more about the 2026 seasonal team.*

***Social Security Number:***

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

*Details about how to apply for Social Security Number:*

*After your arrival, we will send you an email with the link to the Social Security Administrations online application. Once you complete the online application, we will transport participants to the Social Security Offices within the first couple weeks of your arrival. We have different trips to the Social Security Office so you may go on a day you are not scheduled to work.*

*Nearest SSA Office: Rapid City, South Dakota, Less than 25 miles*

***Other:***

*Wage Payment Schedule:*

*We pay on a bi-weekly basis and you must enroll in direct deposit. You can choose between a US bank account (must have US routing number) or we have a Money Network account. We can assist with opening a US account after you have arrived, if needed.*

*Meal Plan: Optional*

*Estimated Cost Per Day: \$18*

*Meal Plan Description:*

*We provide the flexible meal plan at \$6.00 a meal which you can eat three times a day or none. You will have limited options to "cook" your own food in the employee housing.*

*Provide Certificates/Performance Evaluations: Yes*

*Hire in Groups: Yes*

*Maximum Group Size:*

*Grooming Requirements:*

*The appearance of our employees forms a significant part of the impression created for our guests, clients, and customers. Personal appearance and hygiene must be professional at all times. Hairstyles must be neat and well-groomed at all times. Beards and/or mustaches must be kept closely cropped and neatly trimmed. Maximum of 1 facial piercing is allowed; the jewelry worn must be a stud and must be discreetly noticeable. Visible tattoos cannot be viewed as offensive or obscene.*

*Second Job Availability: Yes, likely*

*Applicable Company Policies:*

*At Xanterra Mt. Rushmore, we have a optional program called the "Host Program". On your name badge, all the languages you speak will be listed. If you choose to join the program, you may be asked to help with language translation between a guest! This is a great opportunity to showcase your language skills and connect with someone new.*

*We expect that you will work hard when you are scheduled to work. Each of us at Xanterra is committed to providing first-class service for the more than three million people who visit Mount Rushmore each year. In order to accomplish this, employees who are willing to make a similar commitment to excellence in their own personal standards and work habits are needed. We are looking for employees, who are willing to work hard, who enjoy working with and for others, and who take pride in a job well done.*

*Info on Mount Rushmore National Memorial Park Service: [www.nps.gov/moru](http://www.nps.gov/moru)*

*Mount Rushmore peak season operations begin with the Memorial Day holiday (the last weekend in May). In the first few weeks of June, we experience slower guest visitation, where we may also see reduced hours. However, later into June we start to see an increase in guest visitation with a busy 4th of July holiday. We also tend to see a spike in guest visitation during the first week of August that is the Sturgis Motorcycle Rally. Our peak season ends with the September Labor Day holiday, but we will see guest visitation into October.*

#### *Weather*

*Weather at Mount Rushmore can be varied and unpredictable at times. In May, you may experience snow, as we have average daytime high temperatures around 16 Celsius. In June, we tend to see afternoon thunderstorms with daytime high temperatures around 22 Celsius.*

*July and August are the warmest months with daytime high temperatures averaging 28 Celsius. However, during July and August day time high temperatures can get over 35 Celsius and can sometimes feel warmer as we are at over 5,000 feet in elevation. Those hot days can cool off with the average low temperatures around 16 Celsius.*

*September, into October, starts to cool off with average daytime high temperatures around 24 Celsius and low temperatures averaging 10 Celsius.*

#### *Cell Phones*

*You are not permitted to have or use your cell phone while working. You may use your cell phone while on a break or once you are done working. Most departments have lockers available for your cell phone and personal items. If the department does not have a locker, you may leave your cell phone and personal items in the managers office or designated space.*

#### *Attendance*

*As a Xanterra employee, you are an integral part of the company. As such, you are expected to be at work and on time as scheduled. Excessive unexcused absenteeism and tardiness creates an undue burden on the company and your team. You must contact your manager or the manager on duty if you are not able to make your scheduled shift as soon as possible but no less than 1 hour prior to the start of your scheduled shift. Calling in is a part of the approval process; it does not automatically approve your absence. Unexcused absences may result in corrective action, up to and including termination. If you fail to call in or contact your supervisor this is considered a no call no show.*

*Department managers will take requests for specific work hours, same schedules as another person, time off; however, requests are not guaranteed. Schedules are made based on business needs.*

*Smoking*

*Smoking is permitted in designated areas. One is outside the main work building and the other is outside the employee housing. Due to generally high fire danger in the forest area, it is imperative to use these designated spaces. No smoking is permitted inside the buildings, employee housing and company vehicles.*

## COMMUNITY AMENITIES

***In Town, Requires Transportation:***

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