



HAP Skagway Transportation Division - Luggage Handler

HOST INFORMATION

Company Description:

We are Holland America Princess Alaska – Yukon. HAP Alaska – Yukon is a collaborative land operation owned jointly by Holland America Line and Princess Cruises. Princess Cruises and Holland America Line are part of Carnival Corporation, **one of the largest vacation companies in the world!**

Referral program!! **Receive up to \$400 for every person you refer to work with Holland Princess America, even if this is your first season!**

Skagway is a small Alaskan port town, situated at the north end of Lynn Canal, that has a population of 700 year-round and 1,400 summer residents. It

is a popular destination with over 750,000 visitors a year, who come for the history that dates back to 1898 and the Klondike Gold rush.

The town still retains much of that turn-of-the-century charm. For the adventurous, the Chilkoot Trail awaits. This trail led prospectors up and over the mountains through some of the roughest terrain known to man. The historic trail still displays relics left behind from those prospectors over 100 years ago.

HAP Alaska – Yukon is a unique operation. As an employee, your assignment is to provide excellent service while honoring the specific identity of each cruise line we serve. Each employee is crucial to the success of our mission, providing excellent service unique for each guest. If you are not serving a guest directly, you are serving someone who is. Internal customer service is just as important to our Company's success!

Host Website: <https://www.alaskatourjobs.com/>

Site of Activity: HAP Skagway Transportation Division

Parent Account Name: Holland America Princess Alaska

Host Address: 9th and Spring Street Skagway , Alaska , 99840

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

PLACEMENT INFORMATION

Job Description:

Main duties of this position are :

Performs a variety of customer service and luggage handling tasks. Routinely, picks-up and delivers luggage. Assists with identifying and claiming luggage; processing lost luggage claims. Loads and unloads luggage from truck and motor coaches.

Typical Schedule:

schedule varies by day of the week. Morning and evening shifts available.

Drug Test required: No

COMPENSATION

Hourly Wage: \$16

Eligible for Tips: Yes

Position is eligible for gratuity depending on guest satisfaction

Estimated weekly wages including tips: \$640

Bonus: Yes

You are eligible for an end of season bonus if you stay through your agreed upon work dates and have no job performance issues. Bonuses are paid based on hours worked - minimum \$200, maximum \$1000.

* 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: 50

Potential fluctuation in hours per week:

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Referral program - receive up to \$400 for every person you refer to work with Holland Princess America! Bonus paid after the summer season.

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: Yes

Some experience in positions involving vehicle or automotive detailing is normally preferred for this job.

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Student may be required to lift and carry objects up to 50 pounds

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Job Training required: Yes

Length of job training:

3-5 Days

Hours per week during training period: 35

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Need to wear uniform: Yes

Uniform Policy:

Information about uniform will be provided by employer once the student is hired. Student must dress professionally, as they will be interacting with guests.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Student must dress professionally, as they will be interacting with guests.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

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

Additional Details about Cultural Offerings:

Skagway, Alaska is surrounded by mountains that will enhance your enjoyment on your days off with camping, hiking, rock climbing, river floats, train rides, and numerous other attractions.

Local Cultural Offering:

Visit this website for great ideas of what to do in Skagway on your day off! <https://www.alaskatourjobs.com/blog/working-in-alaska/skagway-day-off-guide/>

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:

Dormitory style housing is provided for \$8.25/day or \$240 per month- deducted per paycheck. All rooms will have 2 people per room with shared bathrooms down the hall. Meals are not included in housing price. All rooms are non-smoking and pet free environments. Amenities at employee housing include: Linens/bedding provided Free laundry facilities, including detergent Common Area with large TV & DVD player WIFI Housing address: 3rd & Spring Street, Skagway, Alaska 99840

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Wireless internet will be available for an extra charge.

Phone Service: Yes

Description:

Employee use phones with a calling card are available. Many students purchase smart phones when they get to the US and service in the area is reliable.

Kitchen facilities: Yes

Description:

Employees will have access to onsite kitchen facilities.

Laundry facilities: Yes

Description:

Laundry facilities and detergent are located onsite and are included with the price of housing.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 2

Rooming Arrangement Description:

All rooms will have 2 people per room with shared bathrooms down the hall. All rooms are non-smoking and pet free environments. Dorms are co-ed but rooms are not.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$58

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: Yes

Cost per Week: \$5

Description:

Students must pay for their own wifi access.

Housing Deposit: No

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Skagway is completely walkable. Students can walk to work in just a few minutes.

ARRIVAL INFORMATION

Arrival Instructions:

Students must first fly to Juneau, AK and then get transportation from Juneau to Skagway either by boat or small plane. Please communicate with your local contact for details.

Suggested Arrival Airport:

Juneau International Airport, JNU, Over 50 miles

Estimated cost of transportation to worksite from suggested airports: \$100 to \$150

If arriving after regular hours:

Suggested After-Hours Accommodation:

Juneau International Hostel

614 Harris St. #1076

Juneau, Alaska 99801

<https://www.juneauhostel.net/>

9075869559

\$50 to \$75

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Every student must submit an application with Holland America Princess (HAP) once hired. Complete all information using this link:

<https://hollandamericaprincess.pinpointhq.com/postings/c3a69c78-1aff-4cac-8624-4ed74fe85c39?token=ws76fqilg9U8uFryu5ksj4jC>

When completing your information, there are a few areas that require some guidance:

Section 1 Personal Details: Please enter all the information completely

Section 2 Profile: Do not upload your resume

Section 3 Questions: Who will be your US Agency: Select your sponsoring agency from the drop down

Section 4 Other Job Preferences: Please do not complete.

Once submitted, you will receive additional emails that require action from you:

1. Job Offer - please confirm and return electronically

*2. Background Verification - email sent from "Sterling." Complete all information and submit*Some countries may require Power of Attorney Forms and may need wet signatures (Bulgaria, Croatia, Serbia, Macedonia are examples) when submitting your background verification. If this is not completed, it will cause a delay in your onboarding which may impact your ability to move into housing, start work and get paid.*

This must be completed immediately upon receipt, uploading required documents. Check your spam folder. This must be completed within 24 hours of receiving. You cannot check in or live in housing, work or get paid until all onboarding steps are completed.

Work with your local contact to ensure everything is done prior to arrival.

Social Security Number:

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

Details about how to apply for Social Security Number:

Must apply for Social Security Number (in Juneau) prior to departure for work location. Students should NOT travel to their site of activity until they have applied for their social security number. It's recommended that you arrive to Alaska before your first day of work. The Social Security Office address is: 709 W 9th St #231, Juneau, AK 99801. The Social Security Administration is open Monday, Tuesday, Thursday & Friday 9am to 4pm and Wednesday 9am to 12pm (noon). SSA is CLOSED Saturday and Sunday. Do NOT travel to your employer until you have applied for your social security number.

Nearest SSA Office: Juneau , Alaska , Over 50 miles

Other:

Wage Payment Schedule:

Payday is every two weeks. Direct deposit highly recommended for early payment. You will need a local bank account.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Must be well groomed and maintain a high level of professionalism at all times. During business hours, all employees are expected to present a clean and neat appearance and to dress according to the requirements of their positions. Personal dress, appearance and cleanliness standards contribute to the morale of all employees and affect the business image. No extreme hairstyles or colors, only one piercing allowed in each ear and you may be asked to cover tattoos.

Second Job Availability: Yes, likely

Applicable Company Policies:

Be prepared for the Alaska experience! There are second job opportunities with other businesses at this location.

Please be aware that possession of guns and any drugs (including marijuana) are strictly forbidden in employer provided housing. You should NOT travel to the site of activity until you have applied for your social security number. It's recommended that you arrive to Alaska several days before your first day of work. The Social Security Administration is open Monday, Tuesday, Thursday & Friday 9am to 4pm & Wednesday 9am to 12pm. SSA is CLOSED Saturday and Sunday. Do NOT travel to your employer until you have applied for your social security number.

Arrangements for mail delivery are your responsibility. No mail can be sent to you at the lodge's address. You should make arrangements for a personal post office box either before or upon their arrival at the lodge. This policy will be strictly enforced.

Since phone card prices can vary considerably in the U.S. you should consider purchasing phone cards in their home countries which can be used within the U.S. for international calls.

Currency exchange and check-cashing facilities are not available at the lodge. The nearest location for these facilities is in town. It is highly advisable for you to establish a banking account prior to arrival in Skagway (in Juneau) in order to have your paychecks automatically deposited. Employee manual will be provided between being hired and arrival in US.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Bank, Restaurants, Public Library

Walking Distance from Housing:

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

In Town, Requires Transportation:

Shopping Mall, Fitness Center, Internet Cafe