



## Basin Harbor - Resort Worker

### HOST INFORMATION

**Company Description:**

*Lake Champlain + The Green Mountains + The Adirondacks + 139 years of superb hospitality + 700 acres of lakefront property = The Perfect Summer Job.*

*We go to great lengths to find the best people we can, and it shows in guest comments about friendly, helpful staff. We strive to not only provide excellent customer service to our guests, but also remember that often our fellow staff members are our customers too. We aim to treat everyone with respect and courtesy and it will come back to you in pleasant ways. We hope if you join us this summer you'll have the opportunity to explore this great state of ours. There is a lot to see and do here even though we're a small state and because of that, things are fairly close by. Our goal is everyone works hard yet plays hard this summer at BH!*

*Best Wishes,*

*Pennie Beach and Robert Beach Jr, 4th Generation Hosts*

*Weather ranges from cold to hot, particularly from May through October. Bring layers and plan on the occasional wet days.*

*Nearby are Montreal, Boston, New York City, Niagara Falls,*

**Employer Perks:**

- **Affordable housing and NO housing deposit. Employees are also eligible for an end of season rebate of \$10/week of paid housing if they complete their agreed term of work.**
- **Swimming, cycling, tennis, golf, hiking, yoga, walking, running, basketball, soccer; the list is endless for our guests and we invite you to share in the many sports we have to offer.**
- **Provide shuttles to local community events, shopping, restaurants, and area attractions**

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

**Site of Activity:** Basin Harbor

**Parent Account Name:** Basin Harbor

**Host Address:** 4800 Basin Harbor Road Vergennes , Vermont , 05491

**Nearest Major City:** Burlington , Vermont , Less than 25 miles away

### PLACEMENT INFORMATION

**Job Description:**

*Basin Harbor has many opportunities and we want to make sure where you work is a good fit for YOU, and for US. Following your in person interview, your initial 2 week schedule will be in one of the following roles.*

*Dishwasher / Prep Cook*

*Server Assistant / Busser*

*Host*

*Bell Person*

*Switchboard Operator*

*Front Desk Agent*

Room Attendant  
Laundry Worker  
Recreation / Kids Camp  
Waterfront

**Typical Schedule:**

Schedules vary for each position, but could start as early as 5 am and may end as late as midnight or later. You should expect to be scheduled for 35-40 hours per week

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

From May to October, Basin Harbor is a 24 hour/day, 7 days/week resort. There may be different work scheduled in slow periods, depending on our need.

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$14.46

**Eligible for Tips:** Yes

In some positions you will earn tips, it will depend on where you end up working.

**Estimated weekly wages including tips:** \$600

**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:** 40

**Potential fluctuation in hours per week:**

Our business is weather and customer demand dependent.

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

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

Employee housing includes all meals in our cafeteria, free WiFi, air conditioning, 20% (or more) property wide discount (except Golf & Alcohol)

## JOB REQUIREMENTS

**English Level required:**



**Advanced**

**Required to be 21+:** No

**Previous Experience required:** No

### **Qualifications & Conditions**

#### *Swimming*

##### *Description:*

*Recreation and Waterfront staff should be able to swim*

*Lifting requirement: 25lbs/11kgs*

##### *Description:*

*Lifting guest bags, trays of food and/or dishes*

*Standing for entire shift*

*Handling cleaning chemicals*

*Working outdoors*

*Working under direct sunlight*

#### **Job Training required:** Yes

*Length of job training:*

*dependent on position*

*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:*

*Front of the House positions require black pants/non-slip shoes. Kitchen, housekeeping, laundry positions require non-slip shoes. Guest service positions are provided a uniform.*

*Cost of uniform: \$0*

*Uniform laundry: Participant responsibility*

#### **Dress Code:** Yes

*Description:*

*Employees are expected to be clean, and groomed. Some positions require a uniform. Many positions require closed toe, non-slip footwear.*

## CULTURAL OPPORTUNITIES

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

*Sporting Events, Shopping Trips, Potlucks or Dinners, Karaoke Nights or Talent Shows, Holiday Events, Company Parties, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Movie or Game Nights, On-Campus Sports*

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

*Students will work with other staff members from around the world. We provide shuttles to local towns and cities, local county fairs, shopping, and restaurants. Staff may also participate in most resort entertainment opportunities that are available to our guests.*

#### **Local Cultural Offering:**

Addison County Field Days and Fair

Champlain Valley Fair

Vergennes Farmers' Market (Thursdays from 3-6 PM)

Shelburne Museum

Shopping in Burlington or Middlebury

Overnight trips to NYC, Montreal (visitors visa may be required), and Niagara Falls. These trips are not sponsored by Basin Harbor

## 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:**

Basin Harbor staff housing ranges from single occupancy rooms to shared four-person rooms. Rooms provide beds, storage for clothing, bathrooms with shower facilities, air conditioners and heat, and private or communal refrigerators. Bedding (sheets, blankets, pillows) and towel will be provided by Basin Harbor for all staff living in staff housing. There is no housing deposit. Employees are eligible for an end of season rebate of \$10 per week of paid housing if they complete their agreed term of work, and their accommodation is left in acceptable condition. The Human Resources Coordinator and the Human Resources Generalist administer all housing matters. About one-third of Basin Harbor staff lives on site. Due to the close proximity of rooms to one another, and to the guest areas, it is extremely important to keep the noise level down at all times. Quiet hours are from 10pm to 7am. Quiet hours will be enforced. Please think of your neighbors. Not everyone has the same work schedule and/or sleep schedule. Housekeeping does not clean the lobby areas of dorms. For your own comfort, please keep this area picked up. Please take care of your room and furnishings. We will conduct regular walk-throughs of the housing areas. Vermont Fire Prevention & Building Code prohibits the use of extension cords. Surge protectors may be used and Human Resources can help in arranging purchase of the surge protectors. No hot plates, hot pots, coffee makers, toasters etc., may be used. Small microwaves and refrigerators are allowed only if installed properly. The use of candles is forbidden. The Residential Advisors in the Dorms and Employee housing will be responsible for reporting violations to the Human Resources Department. Basin Harbor is not responsible for lost or stolen items. Therefore, please keep your room door locked when you are out of your building/cottage. DO NOT leave any valuables or money in your room. Employee-owned firearms and/or weapons are prohibited on Basin Harbor property. Pets are only allowed in select housing units and permission to have pets in employee housing must be granted prior to moving in by Human Resources. Due to the size of our employee housing units we do discourage our staff from bringing their pet, as it is not the ideal situation in terms of space for both the employee and pet. Anyone who does not get prior for a pet approval will jeopardize his or her employee housing privileges.

**Lease Agreement:** Yes

**Onsite Amenities:**

WiFi: Yes

Description:

Complimentary access to wifi. No code required.

Phone Service: Yes

Description:

Cell phone reception exists; Verizon is strongest. There is open wif-fi resort-wide. Landline access through HR during regular business hours; via Hotel Operator during non-business hours.

Kitchen facilities: No

Description:

Meals are provided in our Employee Cafeteria. No hot plates, hot pots, coffee makers, toasters etc., may be used. Small microwaves and refrigerators are ok.

Laundry facilities: Yes

Description:

Coin-operated washers and dryers are available for staff and guest use. These machines are available at all hours of the day.

### **Occupancy Requirements for Provided Housing:**

*Minimum Occupancy Per Room: 1*

*Maximum Occupancy Per Room: 4*

*Suggested Occupancy Per Room: 1 - 4*

*Rooming Arrangement Description:*

*You may request to live with a friend or partner and we will do our best accommodate your request. All housing arrangements are same-sex unless otherwise requested. We cannot guarantee couple housing.*

### **Provided Housing Cost:**

*Required to Pay for Provided Housing: Yes*

*Cost per Week: \$105*

*Housing Cost Deducted from Paychecks: Yes*

*Utilities Costs: No*

*Housing Deposit: No*

### **Transportation to Worksite:**

*Walking Commute Time*

*Estimated commute time: Under 15 minutes*

*Description: 5-10 minute walk depending on which dormitory you're assigned.*

*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: 5-10 minute walk depending on which dormitory you're assigned. Bike Rentals: One week: \$20 One Month: \$75*

*Full Season: \$150*

## ARRIVAL INFORMATION

### **Arrival Instructions:**

*Due to Human Resources and staff housing hours of operation, your arrival date and time must be coordinated by Human Resources. **Please try to plan your arrival date for weekdays before 5:00 pm.** Human Resources must be kept informed of any changes from the original, confirmed arrival plans.*

***Students MUST email their arrival information to Dorothy Anguish (dorothy.anguish@basinharbor.com) at least 2 WEEKS prior to arrival to the United States.** If we do not receive your arrival information, it will be the students' responsibility to get themselves to Basin Harbor's campus.*

*Getting to Basin Harbor:*

*By Plane: Burlington International (BTV), Vermont's largest commercial airport, is approximately 1 hour from Basin Harbor. It is served by major and commuter airlines, with connections from most cities in the Northeast.*

*By Train: Penn Station in NYC (NYP) to Vergennes, VT (VRN). The trip will take about 6 hours. For more information on schedules and fares, visit [amtrak.com](http://amtrak.com)*

*By Bus: Greyhound from Port Authority to the Burlington Airport, Burlington Downtown Terminal, or Vergennes/Ferrisburgh, VT or Megabus from Boston Logan Airport to Burlington Downtown Terminal.*

*By Car: For more detailed directions from Boston, Hartford, Montreal, New York and Burlington International Airport, [click here](#).*

**\*Basin Harbor will provide transportation from the Vergennes or Burlington area only. Shuttle runs to area businesses, social security office, medical appointments etc., are scheduled throughout the week by Human Resources.**

**Suggested Arrival Airport:**

*Burlington International Airport, BTV, Less than 50 miles*

*Rutland Southern Vermont Regional Airport, RUT, Over 50 miles*

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

**If arriving after regular hours:**

**Suggested After-Hours Accommodation:**

*LaQuinta Inn and Suites*

*1285 Williston Rd*

*South Burlington , Vermont 05403*

*[https://www.wyndhamhotels.com/laquinta/south-burlington-vermont/la-quinta-south-burlington/overview?](https://www.wyndhamhotels.com/laquinta/south-burlington-vermont/la-quinta-south-burlington/overview?CID=LC:LQ::GGL:RIO:National:53359&iata=00093796)*

*CID=LC:LQ::GGL:RIO:National:53359&iata=00093796*

*802-865-3400*

*\$100 to \$150*

*DoubleTree Burlington*

*870 Williston Road*

*South Burlington , Vermont 05403*

*<https://doubletree3.hilton.com/en/hotels/vermont/doubletree-by-hilton-burlington-vermont-BTVBSDT/index.html>*

*802-865-6600*

*\$150 to \$200*

## TRAINING AND ONBOARDING

**Pre-Arrival Onboarding:** Yes

*All new hires are required to complete online onboarding. Details will be shared with students before their arrival in the USA.*

**Social Security Number:**

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

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

*Students are responsible for filling out and filing their own paperwork. Mailing address should be c/o Human Resources 4800 Basin Harbor Road Vergennes, VT 05491*

*Nearest SSA Office: Burlington , Vermont , Less than 25 miles*

**Other:**

*Wage Payment Schedule:*

Our pay week is Monday - Sunday. Our pay period is biweekly. You will receive a paycheck every other Friday covering the time worked through the previous Sunday. We encourage our staff to open a bank account and take advantage of Direct Deposit.

Meal Plan: Mandatory

Estimated Cost Per Day: \$15

Meal Plan Description:

Basin Harbor provides Room & Board for many of our staff. Historically, all J1 students have elected to live in our housing. The board portion provides three meals daily in our employee cafeteria.

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Staff should always be neat in appearance. Conservative appearance and dress is a requirement for our resort. Employees should be neatly shaven, with mustaches and beards neatly trimmed. Neither can be grown during the work season. Conservative hairstyles, makeup and nail polish. All jewelry must be small and discrete. No heavy perfume or colognes while working. For all staff—body piercing aside from ears should not be visible.

Second Job Availability: No, unlikely

Applicable Company Policies:

### **RESORT AND RECREATIONAL FACILITIES**

We hope you will enjoy your time at Basin Harbor, while remembering that guests come first. Also, please be respectful of your fellow Basin Harbor staff members who are waiting on you as you enjoy these many opportunities.

Golf and Tennis- You may play golf and tennis (on the hard courts) at the respective professional's discretion; proper attire always required. You must make reservations with the Tennis or Golf Shop.

The Waterfront/Swimming Area- The waterfront/swimming area is open to you during daylight hours. For your safety, after-dark swimming is prohibited. Boats are available to you on a limited basis at the Harbormaster's discretion. Alcoholic beverages are not permitted at the waterfront. The swimming pool is for guest use only except for planned staff events.

Guest Activities- Staff is often invited to take part in many of the guest social activities listed in the guest newsletter called *The Breeze*, which is located in the Lobby and online.

The Red Mill- The Red Mill is open to all staff members. The legal drinking age in Vermont is 21. Proper ID is required. Proper ID includes: Passport, Military ID, a picture driver's license or Vermont State Liquor ID. The Red Mill is 21+ after 10pm. The Red Mill staff will not serve you if they believe you are underage or are impaired. Their decision is final. Proper attire for the Mill is neat, clean clothing and shoes. Unless you are working at the Mill, you may not be there in uniform.

The Breezeway Café- This gift shop also offers an assortment of food and beverage options for our guests ranging from light snacks to sandwiches and hot dogs as well as an assortment of alcoholic and non-alcoholic beverages. It is also the home of Megumi Sushi during our busy social season.

### **DETAILS OF DAILY LIFE**

Meals - Your supervisor will schedule your meal breaks. The schedule ensures that Basin Harbor has adequate coverage during mealtimes. The staff cafeteria is located just off the kitchen in the main lodge and meal hours are posted at the entrance. If you miss a meal because of work, please see your supervisor for alternate arrangements. The employee cafeteria (the "Zoo") is reserved for staff use.

### **HOUSING**

The Human Resources Department administers all housing matters. About 70% of Basin Harbor staff lives on site. Due to the close proximity of rooms to one another, and to the guest areas, it is extremely important to keep the noise level down at all times. Quiet hours are from 10pm to 7am. Quiet hours will be enforced. Please think of your neighbors. Not everyone has the same work schedule and/or sleep schedule. We cannot guarantee couple housing. **Smoking and vaping are forbidden in all Basin Harbor buildings.**

Housekeeping does not maintain common areas of dorms. For your own comfort, please keep this area picked up. Please take care of your room and furnishings. We will conduct regular walkthroughs of the housing areas.

Basin Harbor is not responsible for lost or stolen items. Therefore, please keep your room door locked when you are out of your building/cottage. DO NOT leave any valuables or money in your room. Employee-owned firearms and/or weapons are prohibited on Basin Harbor property.

Mail - Mail will be delivered Monday through Friday afternoons to the employee boxes outside the Human Resources Department. Packages will be held at the Switchboard and email / Text notification sent. Your mailing address is

**Your Name**

**C/O Human Resources**

**BASIN HARBOR**

**4800 BASIN HARBOR ROAD**

**VERGENNES, VT 05491**

### **SMOKE FREE WORKPLACE**

Basin Harbor strives to provide a healthful, safe, and comfortable working environment for all employees. Smoking by employees is therefore prohibited throughout all buildings including public spaces in the dormitories, Esquire and Bayside. Employees who wish to smoke must therefore leave the building and use only designated areas outside which have appropriate smoking waste disposal receptacles. Please be sure to use the designated receptacles for cigarette butts, to keep our environment clean. All staff and managers will be held responsible for enforcing this policy.

### **APPRECIATION**

Bob & Pennie Bucks are a way that we say thank you to our staff for a job well done. Bob & Pennie bucks are distributed by the HR office to all supervisors/managers/directors to give to their staff. Bob & Pennie bucks have a value of \$2, \$5, \$10, \$20, and \$30. They can be used throughout the entire property, in retail and restaurants. They can be used towards the purchase of anything except alcoholic beverages. No change will be given when paying with Bob & Pennie Bucks.

Harbor Heroes is a peer recognition program that provides an opportunity for our staff to nominate each other and recognize honest, enthusiastic, respectful, outstanding behavior in their coworkers.

### **STAFF SCHEDULES**

Your supervisor will post schedules weekly. If you have special requests for time off, please submit a request to your supervisor well in advance. They will do their best to accommodate you. Shifts may not be traded without your supervisor's approval. Attendance and Punctuality- If you cannot report to work on time or at all, it is your responsibility to notify your immediate supervisor, personally, at least 2 hours before your shift begins. When you call/email/text your supervisor, you must provide an explanation for your absence or tardiness, and when you can return to work. Absences must be reported daily. A doctor's release to return to work may be required after 3 absences due to illness. Time Reporting - your supervisor will show you where the time clock is located and will demonstrate proper time clock procedures. You must punch in and out using the time clock closest to your work site. Punch only your own code. If you accidentally punch someone else's code report it promptly to your supervisor. Time is rounded to the closest quarter hour in calculating pay. Employees are required to punch out for their 30 minute lunch.

### **ALCOHOL AND DRUG POLICY**

Substance abuse is not tolerated during working hours on Basin Harbor's premises or while conducting business on behalf of Basin Harbor. This prohibition includes the possession, use or sale of illegal drugs, marijuana, non-medically authorized drugs or alcohol. Our policy also prohibits off-premises abuse of alcohol, marijuana, and prescription/over-the-counter drugs, as well as the possession, use or sale of illegal drugs, when these activities adversely affect job performance, job safety, or Basin Harbor's reputation in the community. The legal use of prescription and over-the-counter drugs is permitted during work hours only if it does not impair an employee's ability to perform the essential functions of his/her job effectively and in a safe manner.

### **BULLYING AND HARASSMENT POLICY**

Basin Harbor holds a zero tolerance policy on bullying and harassing behavior. Employees found in violation of this policy will be disciplined, up to and including termination. Basin Harbor defines harassment and bullying as repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment. Harassment and bullying may be intentional or unintentional. When an allegation of harassment and/or bullying is made, the intention of the alleged harasser is irrelevant, and will not be given consideration when meting out discipline. It is the effect of the behavior on the individual that is important.

***Walking Distance from Worksite:***

*Restaurants, Fitness Center, Internet Cafe*

***Walking Distance from Housing:***

*Restaurants, Fitness Center, Internet Cafe*

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

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