



Jackson Hole Mountain Resort - Ticket Agent

HOST INFORMATION

Company Description:

Jackson Hole is located in Wyoming, just south of the world famous Yellowstone National Park but also at the edge of Grand Teton National Park. Jackson Hole Mountain Resort is a ski area operating in summer with world-class chairlift accessed hiking and mountain biking, a Via Ferrata, and many other activities. There is also a variety of shopping and dining options. We offer our employees FREE access to the chairlifts, activities, the public bus, and discounts to Food & Beverage, Retail, Rental, Paragliding, Grand Fishing Adventures & local fitness centers.

Check out our website: www.jacksonhole.com, our Employee FAQ, Facebook, Twitter, Instagram, and YouTube!

Our Purpose: To enrich the lives of our guests, employees, and community through premium, authentic, and memorable big mountain experiences that result in a deep and lasting connecting to Jackson Hole.

Values:

Guest Centric: We strive to deliver the most premium mountain experience for every guest.

Integrity Minded: We build trust through our actions, our service, our experience, and our relationships.

Lifestyle Driven: We are passionate about living a healthy, active, and mindful mountain lifestyle.

Nature Grounded: We are stewards of our natural environment and take action to reduce our impact on the planet.

Community Connected: We respect our relationships with our Community, State, and Partners.

Safety Focused: We work tirelessly to ensure every guest and employee has a safe and memorable experience.

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

Site of Activity: Jackson Hole Mountain Resort

Parent Account Name: Jackson Hole Mountain Resort

Host Address: 3395 Cody Lane , PO BOX 290 , Teton Village , Wyoming , 83025

Nearest Major City: Jackson , Wyoming , Less than 25 miles away

PLACEMENT INFORMATION

Job Description:

Assists guests with ticketing questions prior to ticket purchase.

Provides quality guest service to both internal and external guests.

Disseminates pertinent information to all guests regarding conditions on the mountain, trails, etc.

Accurately identifies & prepares for high volumes sales period.

Sells tickets, processes credit card transactions & provides information.

Responsible for change bank & all money accrued for that specific sales location.

Reconciles all transactions at the end of each shift.
Sells & processes season passes.
Must have knowledge of all season passes including all Merchant pass types.
Proficient in data entry, all front line RTP web browsing, and researching.
Processes orders, vouchers and special tickets.
Assists in satisfying guest complaints.
Inspect, record, and report the condition of all RFID equipment and software.
Design, set up, modify, maintain, and take down stanchion maze as required.
Responsible for checking all season passes and lift tickets, including the inspection of all pass photos for proper usage and confiscate fraudulently used passes.

Typical Schedule:

Daytime hours starting at 7:45am until 5pm, any day of the week on average 5-6 days/week.

Seasonal changes to job duties or available hours: Yes

Depending on business volume

Drug Test required: Yes

COMPENSATION

Hourly Wage: \$15

Eligible for Tips: No

Estimated weekly wages including tips: \$432

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 37

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

Average number of hours per week reached by last year's seasonal employees: 37

Overtime Policy:

Yes, paid after 56 hours

Job-Specific Benefits:

Indoor and outdoor work environment,

JOB REQUIREMENTS

English Level required:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Standing for entire shift

Working outdoors

Working under direct sunlight

Other qualifications or conditions

Description:

Cash handling, working with upset guests as needed

Job Training required: Yes

Length of job training:

1 week

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: Yes

Tuesday

Thursday

Training requirements:

Training is 'on-the-job', you will be paid your normal rate of pay during training hours.

Need to wear uniform: Yes

Uniform Policy:

For jeans or black pants in good repair with good shoes to wear for standing for long periods of time.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Potlucks or Dinners, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Company Parties, Department Parties, Employee Sales, Free Mtn Bike Lessons, Employee Bike Days, Employee BBQs, End of Season Party, Free weekly concerts

Additional Details about Cultural Offerings:

FREE Tram, Gondola, Mountain Bike Park, and Ropes Course pass, discounts on Paragliding, Fly Fishing excursions, Grand Teton Music Festival, and more! Free mountain bike lessons, discounted bike rentals, department parties, employee bike park and hot dog BBQs, end of season employee cook out lunch.

Local Cultural Offering:

Discounted admission to National Wildlife Art Museum, Free weekly concerts in Teton Village, local Fourth of July celebrations, Grand Teton and Yellowstone National Parks, weekly local farmer's markets, discounts at local fitness centers, yoga studios, etc, volunteer opportunities, and more!

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:

Two housing properties available: 1. Rawhide Motel- \$635/month/person with a \$500 deposit per person- 1 shared motel room (2 students to a room) with 1 bathroom price includes electricity, trash, and Wi-Fi, does NOT include bed/bath linens, there is NO kitchen but it has a microwave and mini fridge. Approximately \$175 of the deposit is non-refundable for cleaning charges at the end of the lease. Extra charges for damages or excessive dirtiness. 2. Powderhorn Apartments- \$780*/month/person with an \$650 deposit per person- 4 bedroom 2 bathroom lock off apartment with shared kitchen and living space. Price includes Wi-Fi, cable TV, electricity trash, does NOT include bed/bath linens or kitchen utensils. Approximately \$225 of the deposit is non-refundable for cleaning charges at the end of the lease. Extra charges for damages or excessive dirtiness. Must complete housing application to receive housing. Property and roommate preference considered but not guaranteed. Must make a housing move in appointment at least 2 weeks prior to arrival. Housing check-ins occur ONLY between the hours of 8:30am and 4:30pm Monday through Friday. Please plan arrivals accordingly. For after hours move ins are taken on a case by case basis. *Rent prices subject to change. Communication will be sent to participants of possible changes.*

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Available at JHMR HR office, WIFI included in rent at Rawhide Motel and Powderhorn Apartments.

Phone Service: Yes

Description:

Reliable cellular service with only AT&T or Verizon providers.

Kitchen facilities: Yes

Description:

Powderhorn Apartments have full kitchens in unit, Rawhide does not have a full kitchen but has a microwave and mini fridge.

Laundry facilities: Yes

Description:

On site coin operated laundry at both apartment complexes.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 1 - 2

Rooming Arrangement Description:

Apartments can be co-ed, but will only be assigned as co-ed with previous consent by participant. Floors are co-ed.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$195

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$650

Description:

Deposit amounts vary depending upon property. Deposit \$500 or \$650 (depending on property assignment) due upon arrival and signing lease. We accept checks, money order or cash to pay the deposit at orientation. Deposits will not be payroll deducted.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Cleaning fees will be deducted from deposit. Damage fees & unpaid rent deducted if needed. Cleaning fees range from approx. \$175-\$225 (depending on property) per tenant dependent upon condition of apartment after move out. Includes carpet clean, mattress clean and general deep clean of apartment.

Details About Deposit Refund:

Check mailed to home country or direct deposit into USA bank account or onto PayCard. The cleaner the apartment upon move out the larger the deposit refund will be. Fees apply for canceling lease. Will take up to 30 days to refund deposit after move out, expect refund upon arrival to home country.

Transportation to Worksite:

Biking

Estimated commute time: Greater than 45 minutes

Bicycles are provided free of charge: No

Bicycles are not provided: No

Bicycles are available to rent: Yes

Estimated cost: \$25

Total: No Per Day: Yes

Description: bike path from housing to worksite

Local Bus, Subway or Train

Estimated commute time: 30 to 45 minutes

Estimated cost: \$0

Description: Free bus pass provided with employee ID, \$3.00 (in exact change) for first ride before getting pass issued.

ARRIVAL INFORMATION

Arrival Instructions:

Students must arrange their own transport from the airport to housing complex.

Flying directly in to Jackson Hole Airport (JAC) is the easiest and most ideal way to arrive. Please see the airport website (<http://www.jacksonholeairport.com/airport-guide/>) for information about shuttles and taxis to arrive at the housing complex. See www.jhshuttle.com for exact rates.

If desired, you can fly into Salt Lake City, which is the next closest airport. There are two bus services that can bring you to Jackson Hole: <http://mountainstatesexpress.com/> or <http://www.saltlakeexpress.com/>. Depending on what time you arrive in Salt Lake City you may have to spend the night in a hotel prior to being able to catch the bus to Jackson Hole. Suggested hotels: <http://www.airporthotelguide.com/salt-lake-city/>. Please be sure to be in Jackson within the move-in hours or schedule an after-hours arrival 2 weeks before arriving; otherwise you will need to stay in another hotel in Jackson Hole. The bus from Salt Lake City to Jackson is approximately \$80.

Suggested Arrival Airport:

Jackson Hole Airport, JAC, Less than 25 miles

Salt Lake City International Airport, SLC, Over 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

Motel 6

600 S Hwy 89

Jackson, Wyoming 83001

[https://www.motel6.com/en/motels.wy.jackson.328.html?](https://www.motel6.com/en/motels.wy.jackson.328.html?lid=X_PMG_NaturalSearch_Local_Google_328&utm_source=local&utm_medium=local&utm_campaign=googlelocal-328&travelAgentNumber=TA001305&corporatePlusNumber=CP792N5W)

[lid=X_PMG_NaturalSearch_Local_Google_328&utm_source=local&utm_medium=local&utm_campaign=googlelocal-328&travelAgentNumber=TA001305&corporatePlusNumber=CP792N5W](https://www.motel6.com/en/motels.wy.jackson.328.html?lid=X_PMG_NaturalSearch_Local_Google_328&utm_source=local&utm_medium=local&utm_campaign=googlelocal-328&travelAgentNumber=TA001305&corporatePlusNumber=CP792N5W)

(307) 733-1620

\$150 to \$200

TRAINING AND ONBOARDING

Pre-Arrival Onboarding:

Social Security Number:

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

Details about how to apply for Social Security Number:

JHMR does not provide transportation to the Social Security office. The best way to get to the SSN office is to rent a car. You can also catch a bus to either Idaho Falls, ID via the Salt Lake Express Bus, www.saltlakeexpress.com. If you want to take a cab it would be approximately \$450 there and back- split 4 ways it would be approximately \$113/person. You can also organize your own trips via the Jackson Hole Shuttle at: www.jhshuttle.com or via AllTrans at <http://www.jacksonholealltrans.com/aboutus.html>. Hours of the Idaho Falls office: Mon- 9am-4pm Tues- 9am-4pm Wed- 9am-12pm Thurs- 9am-4pm Fri- 9am-4pm Sat & Sun- closed Please apply for your SSN by July 20, 2022.

Nearest SSA Office: 2196 Channing Way, Idaho Falls, ID 83404 , Idaho , Over 50 miles

Other:

Wage Payment Schedule:

Students will be paid by direct deposit or paper checks (before receiving their SSN) or paycard (after receiving SSN) every two weeks. Paycards issued after receipt of SSN.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups:

Grooming Requirements:

Mustaches/Sideburns: Permitted, must be neatly trimmed, may not extend below the bottom of the ear. Beards: Must be well developed and neatly trimmed, retained at the discretion of supervisor. Hair: Must be maintained in a neat and clean manner at all times. Men with hair that extends to the shoulder and below must pull it back. No radical styles or colors are allowed. Earrings: All earring(s) and piercings must be conservative for safety and guest service standards.

Second Job Availability: Yes, likely

Applicable Company Policies:

Second Job Policy:

Second jobs are allowed, but may not interfere with your schedule at JHMR. JHMR is your primary commitment, and you must work all hours scheduled for your primary job at JHMR. You may not leave early or request a specific schedule to accommodate your second job.

To review all of our company policies, check out our employee handbook upon hire.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe

Walking Distance from Housing:

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

In Town, Requires Transportation:

Food Market, Restaurants, Fitness Center, Internet Cafe, Public Library

Unavailable:

Shopping Mall