



## Wilderness At The Smokies - Lifeguard

### HOST INFORMATION

**Company Description:**

*Wilderness at the Smokies Water park Resort and Family Adventure Center is a luxurious vacation and meeting destination. Wilderness at the Smokies is located in Sevierville, TN, a popular tourist area, with tons to do! Wilderness is a whole new concept of FUN in the Smokey Mountains! Wilderness is home to the Wild WaterDome, Tennessee's Largest Indoor Water park, which features a see-through roof, multiple water slides, a gigantic wave pool, and a kids area! Outside there are two outdoor water parks, a lazy river and numerous water slides.*

*New to our location is Soaky Mountain Outdoor Water park! This is our new 50-acre attraction for families to enjoy. It features some of the most thrilling and unique water attractions available, all in a beautiful mountain-modern park setting. Soaky Mountain will feature a massive wave pool capable of generating waves up to 6 feet high, a winding wave river, multiple towering slides, a flat-water cabana pool, a surfing attraction, and four large complexes that will provide thrills and excitement all day long!*

*There are a lot of perks for working at Wilderness at the Smokies! You will receive discounts to area attractions (and there are A LOT), you can swim in our water park on approved days, receive discounted meals, retail outlet discounts, and most importantly, you get to have fun while you work and meet new friends from all over the world!*

**Host Website:** <http://www.wildernessatthesmokies.com>

**Site of Activity:** Wilderness At The Smokies

**Parent Account Name:** Wilderness Resort

**Host Address:** 1424 Old Knoxville Highway Sevierville , Tennessee , 37876

**Nearest Major City:** Knoxville , Tennessee , Less than 25 miles away

### PLACEMENT INFORMATION

**Job Description:**

*Lifeguard/Aquatics position duties include but are not limited to: overseeing guest safety in the waterpark, maintaining cleanliness of water park and assisting guests as needed. General cleaning and additional responsibilities may be assigned by supervisor as necessary. This position may require participants to use cleaning chemicals.*

*Participants must speak very good to excellent English, be in good physical condition and be comfortable dealing with emergency situations.*

*If participants do not pass lifeguard class/test, they will remain in the department as Slide Attendants where pay is \$10/hour.*

**Typical Schedule:**

*Lifeguard schedules vary by needs of the resort. There are morning, afternoon, and evening shifts, every day of the week.*

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$11.25

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$400

**Bonus:** No

*\* All figures above are pre-tax*

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

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

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

**Potential fluctuation in hours per week:**

*During slow times at the resort, when locals are still in school, it may be slower than our peak times. During those hours, participants will get at least 32 hours. During peak, OT may be available.*

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

**Overtime Policy:**

*Yes, paid after 38 hours*

**Job-Specific Benefits:**

*After finishing and completing a lifeguard certification class, your pay will increase. Every certification you finish and pass is eligible for an increase.*

## JOB REQUIREMENTS

**English Level required:**



**Advanced**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

*Swimming*

*Description:*

*Lifeguards will take and need to pass a swim test. Participants will need to tread water, retrieve a brick from the bottom of the pool feet first, and swim two minutes without touching the bottom of the pool. If participants do not pass lifeguard class/test, they will remain in the department as Slide Attendants where pay is \$10/hour.*

*Working outdoors*

*Working under direct sunlight*

**Job Training required:** Yes

*Length of job training:*

*24 hours, 3 days*

*Hours per week during training period: 32*

*Different wage during training period: No*

*Start on specific day of the week: No*

*Training requirements:*

*Participants will be required to pass a test in order to work as a lifeguard. This test includes; swimming 200 yards, retrieving a brick off the bottom of the pool and treading water for 2 minutes with hands above the water. Any participant unable to complete the lifeguarding exam may be placed in another position at the resort.*

**Need to wear uniform:** Yes

*Uniform Policy:*

*The lifeguard swim wear is provided (swimsuit or swim shorts) as well as your life saving bag, t-shirt, hat, whistle and lanyard. Other items are available for purchase, such as sunglasses, and/or water bottles. Participant provides the sandals. (NO thong type, or flip flop sandals allowed for safety)*

*Cost of uniform: \$0*

*Uniform laundry: Participant responsibility*

**Dress Code:** Yes

*Description:*

*Lifeguards must be in their lifeguard uniform at all times. Swimsuit, t-shirt, life-saving bad, hat, and sandals (Chacos preferred) are mandatory.*

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

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

**Additional Details about Cultural Offerings:**

Welcome Party

Smokies Baseball Games

Cultural Dinner Night

Ice Cream Social at the Resort

Hiking Trip in the Smokey Mountains

Visit to Local Attractions-The Island & The Track

Karaoke Parties once a month

End of the Summer Party

**Local Cultural Offering:**

"WH Embassy," has cultured theme dinners, and transportation

First Baptist church offers free meals and a drop and go laundry service

Discounts to local attractions. Discounts to Ripley's Believe it or Not Museum, Dixie Stampede, Hatfield & McCoy, The Island, The Track, and many more!

## 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:**

Wilderness at the Smokies housing will be on the Wilderness property, located at, 305 Gist Creek Rd, Sevierville, TN 37876. Housing will be assigned based on gender and room availability. Requests to live with friends will be taken, but not guaranteed. Each unit will have 4 participants, with a shared bathroom between them. Each unit will have wifi, a mini refrigerator, a microwave, and a private closet (participant must bring their own lock)

**Lease Agreement:** Yes

**Onsite Amenities:**

WiFi: Yes

Description:

Wifi

Phone Service: Yes

Description:

Wifi is always available to use Whatsapp to place calls. We also have landline phones in the offices at housing.

Kitchen facilities: Yes

Description:

There will be a shared kitchen in each building.

Laundry facilities: Yes

Description:

Laundry will be in facility

**Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 4

Maximum Occupancy Per Room: 4

*Suggested Occupancy Per Room: 4*

*Rooming Arrangement Description:*

*Room requests are taken, but not guaranteed.*

**Provided Housing Cost:**

*Required to Pay for Provided Housing: Yes*

*Cost per Week: \$80*

*Housing Cost Deducted from Paychecks: Yes*

*Utilities Costs: No*

*Housing Deposit: Yes*

*Cost: \$200*

*Description:*

*There is a \$50 non-refundable administration charge. There is a \$150 security deposit. These fees plus 2 weeks rent are due upon arrival, paid in cash (equals \$360).*

*Housing Deposit Refundable: Yes*

*Conditions for Deposit Refund:*

*The \$150 security deposit is refundable, upon check out, if you pass the check out inspection and complete your contract until the end. The \$50 administration charge is non-refundable.*

*Details About Deposit Refund:*

*The \$150 security deposit will be added to your last paycheck, if you pass the room check-out, and complete your contract with Wilderness at the Smokies.*

**Transportation to Worksite:**

*Walking Commute Time*

*Estimated commute time: Under 15 minutes*

*Description: It is less than a mile walk*

*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: There are sidewalks and bike racks to lock your bike up.*

## ARRIVAL INFORMATION

**Arrival Instructions:**

Most students fly into Knoxville, Tennessee. **McGhee Tyson Airport (TYS)**

**WH Embassy**, located in the First Baptist Church, is a local church ministry that offers FREE rides to housing, but spots are limited, so do this as early as possible. The **website: [www.setalight.org](http://www.setalight.org) email: [isc@fbcpf.org](mailto:isc@fbcpf.org) phone: 865-366-1711**

If you are unable to schedule a pick up, you can take a cab or an Uber. The local cab we recommend is **Mountain View Taxi 865-809-9186**. He will charge per trip, around \$60.00, and it can be split up between friends. Vans can accommodate 5 - 6 people with luggage.

Our housing is located on property and is less than one mile from Wilderness at the Smokies. **Wilderness Housing Address: 305 Gist Creek Rd, Sevierville, TN 37876**

We provide transportation, via a school bus, to Walmart Superstore, twice a week. We also provide a weekly trip to the Social Security Office to assist students applying for their social security card.

Be a tourist!!! There is a local trolley, Fun Time Trolley, that will take you all around Sevierville, Gatlinburg, and/or Pigeon Forge. They have designated stops around these three towns. It is \$35 for a season pass or \$3 for a day pass. **Fun Time Trolley website: [pigeonforge.com/trolley](http://pigeonforge.com/trolley)** The trolley runs from 8:00 AM - midnight. Tickets for the trolley can be purchased at 186 Old Mill Ave, Pigeon Forge, TN 37863

### **Suggested Arrival Airport:**

McGhee Tyson Knoxville Airport, TYS, Less than 50 miles

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

### **If arriving after regular hours:**

#### **Suggested After-Hours Accommodation:**

Econo Lodge  
680 Winfield Dunn Pkwy  
Sevierville, Tennessee 37876  
[www.econolodge.com](http://www.econolodge.com)  
865-429-7797  
\$25 to \$50

Super 8 Motel  
1410 Winfield Dunn Pkwy  
Sevierville, Tennessee 37876  
[www.wyndhamhotels.com/super-8](http://www.wyndhamhotels.com/super-8)  
865-280-0950  
\$50 to \$75

## 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:

We will help students gather the documentation needed and help them fill out the social security application. Our transportation will take the students to the social security office, once a week, on Wednesdays around 9am. If you miss your scheduled day, you will have to find your own transportation to apply for your social security card.

Nearest SSA Office: Knoxville , Tennessee , Less than 25 miles

**Other:**

*Wage Payment Schedule:*

*Participants are paid bi-weekly on Thursdays. Students can obtain a bank account and get paid via direct deposit, (we have a rep that will come here from a local bank to assist setting up accounts) or they can be paid via our prepaid debit card.*

*Meal Plan: Optional*

*Estimated Cost Per Day: \$4*

*Meal Plan Description:*

*Wilderness at the Smokies offers a \$4 per meal voucher. You can pay via cash or credit card. It is served from 11am-8pm every day of the week. The choice changes every day, but is the same weekly.*

*Provide Certificates/Performance Evaluations: Yes*

*Hire in Groups:*

*Grooming Requirements:*

*The nature of our business defines a crisp, well-groomed image; one that makes our guests feel comfortable when staying away from home. Cleanliness and personal hygiene are an essential part of providing extraordinary service to our guests. As part of the Wilderness team, you are the company's image! Therefore, it is important that you are well dressed and groomed at all times. Tattoos and body piercings are OK, unless it offends a guest, you may have to cover it up and/or take it out.*

*Second Job Availability: Yes, likely*

*Applicable Company Policies:*

*Housing is provided on a first come first serve basis, and assigned by gender. Roommate requests are taken, but not guaranteed.*

*Cell Phones are allowed on the person, but can not be used while working. If participants are on their cell phone while working, they may be told to put it in their locker until they are off their work shift.*

*Smoking is not allowed anywhere in the building or inside your housing unit. There are designated smoking areas outside.*

*Alcohol and/or Drugs are not allowed on the property, and you are not allowed to consume/use either while at work.*

*For specific questions on any/all policies please refer to your employee handbook.*

## COMMUNITY AMENITIES

***Walking Distance from Worksite:***

*Food Market, Restaurants, Fitness Center, Internet Cafe*

***Walking Distance from Housing:***

*Food Market, Restaurants, Fitness Center, Internet Cafe*

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

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

