



Cape Hatteras Outer Banks KOA Resort - Housekeeping

HOST INFORMATION

Company Description:

A beachfront campground, Cape Hatteras/Outer Banks Resort KOA is a resort unlike any other. With the Atlantic Ocean on one side and the Pamlico Sound on the other, your beach vacation is right here. We have a pool, hot tub, poolside cafe, and an internet lounge with free Wi-Fi. During the summer months, we have a full roster of activities - pool games, tie-dying, and family movie nights out under the stars. If you're a beach person, this is the place for you! We have access to miles of beach directly from the campground. Cape Hatteras has many local activities like kite boarding, paddle boarding, kayaking, locally owned and operated restaurants and shops, jet-skiing, water sports rentals, the historic Cape Hatteras lighthouse and so much more. Fun here is as limitless as the sand!

Located in the Outer Banks of North Carolina, this east coast location is only 2 hours away from Virginia Beach, VA, 5 hours from Washington, DC, 6 hours from Charlotte, NC and Myrtle Beach, SC and a quick plane ride to other east coast cities like New York, Boston, Miami and more. Cape Hatteras is a laid back and relaxing place in a remote location on an island. If you're looking for a big city atmosphere this might not be the place for you. But if you're looking for a summer at the beach with lots of outdoor fun, this oceanfront resort is the perfect place to work over the summer.

Follow us <https://www.facebook.com/CapeHatterasKOA>

Host Website: <https://koa.com/campgrounds/cape-hatteras/>

Site of Activity: Cape Hatteras Outer Banks KOA Resort

Parent Account Name: Kampgrounds of America

Host Address: 25099 North Carolina Highway 12 Rodanthe , North Carolina , 27968

Nearest Major City: Virginia Beach , Virginia , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

Housekeepers are responsible for the overall cleanliness of the campground including the public space areas and all accommodations according to standards. All areas should be efficiently cleaned within the allotted times while providing great guest service.

SPECIFIC DUTIES

- Cleaning daily bath house and room assignments including changing beds, dusting, vacuuming, cleaning bathrooms, etc.
- Use appropriate cleaning chemicals on appropriate items and only as trained. Must use appropriate safety measures such as gloves.
- Be aware of blood borne pathogen procedures and contact supervisor when needed.
- Bring all lost and found items to a housekeeping supervisor.
- Provide excellent and friendly guest service by being attentive, responsive and helpful to all guests needs. Greet the guests at every opportunity by demonstrating a friendly welcome.
- Present a positive impression with a well-groomed appearance, smiles and proper KOA uniform and name tag.
- Submit a list of supplies (i.e. toilet paper, paper towels, garbage bags, cleaning supplies and equipment, etc.) that need to be replenished on an as-needed basis to your immediate supervisor.
- Report all broken or damaged items within all KOA buildings, facilities and premises via a maintenance slip.
- Report all customer problems, requests or complaints to campground manager or your supervisor and follow-up to resolve the issue if possible.
- This job description is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

EXPECTED RESULTS

- Very clean and well-maintained campground buildings that is completed in an efficient timely manner.
- Friendly greeting, smiles and professional attitude dedicated to serving the needs of our guests.
- An attitude that demonstrates cooperation and team spirit with all staff members.
- Timely reporting of all guest concerns and requests, as well as, follow-up and corrective action on the areas under the team member's capabilities.
- Using safe work practices to avoid accidents of both guests and team members.

JOB QUALIFICATIONS

- Basic reading abilities
- Must be able to operate a golf cart
- Ability to work under wet and slippery conditions
- Basic knowledge of safety procedures including chemical properties, handling, and usage
- Must be able to work nights, weekends and holidays

PHYSICAL REQUIREMENTS

- Must be able to lift up to 50 pounds, lift and carry 25 pounds occasionally and 10 pounds regularly
- Able to push and/or pull approximately 200 pounds
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance
- Long periods of standing, bending, kneeling and walking
- Able to work inside and outdoors frequently and in various climates
- Capable of moving safely over uneven terrain

Typical Schedule:

Minimum 32 hours per week. Maximum 40 hours per week. Scheduled for maximum of five consecutive days per week. Shifts vary - 7:30AM - 4:30PM 8:30AM - 5:30PM 12:00PM - 9:00PM 3:00PM - 11:00PM

Seasonal changes to job duties or available hours: Yes

Job duties will not change, but hours may change based on business need.

Drug Test required: No

COMPENSATION

Hourly Wage: \$11

Eligible for Tips: No

Estimated weekly wages including tips: \$440

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 40

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

Business need based on number of reservations.

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

20% discount at the campground camp store.

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

** Must be able to lift up to 50 pounds, lift and carry 25 pounds occasionally and 10 pounds regularly * Able to push and/or pull approximately 200 pounds * Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance*

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Job Training required: Yes

Length of job training:

One to two days

Hours per week during training period: 16

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

On the job training by housekeeping supervisor.

Need to wear uniform: Yes

Uniform Policy:

Participants will be provided yellow KOA shirts and a name tag. Participants must wear either black or khaki colored pants or shorts. No open toed shoes allowed. Sturdy shoes that will get wet required.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Present a positive impression with a well-groomed appearance, smiles and proper KOA uniform and name tag.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

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

Additional Details about Cultural Offerings:

Many local attractions are steeped in history and local culture. Whether your pursuits lead you to history at the Wright Brothers Memorial, maritime botany at the NC Aquarium, or physical education with a kite boarding lesson, you'll find there are plenty of unique experiences on the Outer Banks.

Local Cultural Offering:

Go to <https://www.outerbanks.com/educational-activities.html> to find out more about all the exciting local attractions, festivals, and activities available on the outer banks of North Carolina.

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:

All participants will live in a 2-bedroom, 1-bathroom air-conditioned house. We will provide all bedding/linens. The kitchen is fully stocked with a full-size refrigerator, stove/oven, microwave, coffee maker, dishwasher, an eating area, and all necessary utensils. The living room has a large flat screen TV, and we will provide cable TV with over 70 channels. There are also laundry facilities within the house with full size clothes washer and dryer.

Lease Agreement: No

Onsite Amenities:

WiFi: Yes

Description:

Participants will be provided access to a T-Mobile Home Internet device. Also, Wi-Fi is available in the Internet Lounge in our main building, open 24 hours a day.

Phone Service: Yes

Description:

There is reliable cell phone service available. There is not a land line into the provided housing. There are phones available in the main office for participants to use in case of emergency.

Kitchen facilities: Yes

Description:

Participants will have a fully stocked kitchen in the provided housing.

Laundry facilities: Yes

Description:

Participants will have a full size clothes washer and dryer in the provided housing.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 1 - 2

Rooming Arrangement Description:

We will only be hiring female participants as all participants will live in the same, one story house. If people travel in pairs and want to room together, that is fine.

Provided Housing Cost:

Required to Pay for Provided Housing: No

Utilities Costs: No

Housing Deposit: No

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Participant housing is on property. The walk for the house to the main building is less than three minutes.

ARRIVAL INFORMATION

Arrival Instructions:

Students should fly into Norfolk International Airport (ORF) where the employer will be available to pick up students at the arrivals terminal. Students MUST email their arrival information to Russ Gibbons, General Manager and site contact (rgibbons@koa.net and 520-954-0180) at least 2 WEEKS prior to arrival in the United States. Details about a scheduled pickup will be communicated to the student prior to their departure. It is approximately a 2 1/2-hour drive from the airport to participant housing / employer location.

Transportation to the local grocery store, as well as to and from the Social Security Office, will be provided by the employer.

Suggested Arrival Airport:

Norfolk International, ORF, Over 50 miles

Estimated cost of transportation to worksite from suggested airports: More than \$200

If arriving after regular hours:

Suggested After-Hours Accommodation:

La Quinta Inn & Suites

1387 N Military Hwy

Norfolk, Virginia 23502

<https://www.wyndhamhotels.com/laquinta/norfolk-virginia/la-quinta-norfolk-airport/overview?>

checkin_date=10/13/2019&checkout_date=10/14/2019&adults=2&children=0&rooms=1&iata=00093785&cid=fe%3A1q%3A20180403%3AAtab%3AApp%3A1q%3A53461&tel=18005052057

757-466-7001

\$75 to \$100

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: No

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 arrange for someone to take you to the Social Security Administration office to apply for your Social Security card after your arrival.

Nearest SSA Office: Elizabeth City, North Carolina, Over 50 miles

Other:

Wage Payment Schedule:

Participants will be paid bi-weekly. Pay weeks are from Saturday through Friday.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

All participants will be provided with yellow KOA shirts. Those shirts are to be worn with black or khaki pants or shorts. Open toed shoes and flip flops are not allowed. We recommend that participants bring work shoes they will not care about getting wet or dirty.

Second Job Availability: Yes, likely

Applicable Company Policies:

Participants will work an 8 hour day with a one hour lunch break. Certain participants will be provided a golf cart to get around the campground to perform their daily duties. If participants find second jobs, they must remember that their job at KOA comes first. Their second job schedule must accommodate their KOA work schedule. All KOA employees are not to smoke in sight of guests while wearing a yellow KOA shirt. There is also no smoking inside the provided housing. All KOA employees are to limit use of cell phone to break and personal time.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Restaurants, Internet Cafe

Walking Distance from Housing:

Food Market, Post Office, Restaurants, Internet Cafe

In Town, Requires Transportation:

Food Market, Bank, Restaurants, Fitness Center, Public Library

Unavailable:

Shopping Mall