



WORK & TRAVEL USA

Terramor Outdoor Resort KOA - Front Desk Attendant

HOST INFORMATION

Company Description:

Come join our team and be apart of the newest trend in hospitality.

Four BIG perks of working for us:

- **FREE BREAKFAST DAILY for our employees!**
- **Free Island Explorer Bus, that runs to town and back, hourly, departing from Terramor**
- **Free weekly trips to the grocery store, provided by Terramor**
- **Free employee laundry ON SITE!**

*Terramor Outdoor Resort is luxury camping resort located on Mount Desert Island, **approximately 15 minutes to Bar Harbor and the entrance to Acadia National Park.** Our property features 64 canvas tents, a communal Lodge with a small restaurant & gift shop, a pavilion, swimming pool & spa, wellness tent, and so much more.*

At our heart, we are an outdoor resort. This means we are a passionate team of individuals who foster a love of adventure and want to share that passion with our guests. Our team works to create experiences for guests at every level; helping to plan itineraries, recommending local must-see spots, and assisting with campfires. We listen to guests' needs and help map out a stay unique to them.

As a member of our team, you will be an integral piece of our story.

Located just minutes from stunning views, quaint seaside communities and a plethora of outdoor activities, we encourage our staff to take advantage of their time off by visiting, exploring and familiarizing themselves with the local area.

Our management team has experience in working with a wide variety of diverse culture and is excited to welcome you to Maine!

Host Website: <http://www.terramoroutdoorresort.com>

Site of Activity: Terramor Outdoor Resort KOA

Parent Account Name: Kampgrounds of America

Host Address: 1453 State Highway 102 Bar Harbor , Maine , 04609

Nearest Major City: Bangor , Maine , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

POSITION SUMMARY

If you have a love for the outdoors, are a friendly and outgoing people person, have an outstanding knowledge of the Bar Harbor/Acadia National Park region and enjoy meeting new people, then we want you on our team! Ideal candidate will provide guests with a welcoming smile and genuine hospitality to all of our guests. Guest Service Agents are vital to the success of our resort as in many cases they provide the first and last impression our guests have of their stay.

SPECIFIC DUTIES

- *Check in/out guests according to Terramor Outdoor Resort protocol*
- *Assist guests with reservation changes/future bookings*
- *Communicate with Housekeeping and Maintenance about guest requests/concerns*
- *Answer the telephone for reservations and inquiries*
- *Resolve guest complaints or when needed ask Manager for assistance*
- *Keep work area clean and organized*
- *Follow all policy for credit card protection*
- *Assist guests in retail shop as needed*
- *Maintain a Professional appearance and demeanor at all times*
- *Provide maps and detailed directions to guest parking and tent sites*
- *Arrange for baggage transfer from parking to tent site upon arrival and departure as needed*
- *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*

SPECIAL REQUIREMENTS

- *Must have outstanding written and communication skills*
- *Ability to work outdoors in all weather conditions*
- *The ability to stand, walk, bend, reach and move continuously for the duration of the shift*
- *Flexible Schedule including weekends and holidays*
- *Ability to lift and carry up to 25 pounds occasionally*

Typical Schedule:

Position needs flexibility as we service our guests from 7am to 10 pm 7 days a week. We have low and high parts of the season per reservation bookings. Typically a slower start then busy till the end.

Seasonal changes to job duties or available hours: Yes

We will need everyone to help out as business increases throughout the summer!

Drug Test required: No

COMPENSATION

Hourly Wage: \$16.5

Eligible for Tips: No

Estimated weekly wages including tips: \$660

Bonus: Yes

Goal based bonus. Every 2-months staff can receive \$200 bonus if customer satisfaction & revenue goals are met. Could receive up to \$600 total. Monthly breakout: May & June July & August Sept. & Oct.

** 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 needs will change based on the weather, guest occupancy levels, holidays and busy times of season.

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

FREE Grab N Go Breakfast and Retail meals discounts. FREE laundry provided! FREE scheduled weekly trips into town for the grocery store. FREE hourly shuttle to town and back!

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Some staff may be asked to help carry deliveries upstairs.

Standing for entire shift

Handling cleaning chemicals

Job Training required: Yes

Length of job training:

On the job, and ongoing as necessary

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

General customer service

Need to wear uniform: Yes

Uniform Policy:

Uniform will be provided. Employees will need to bring black or khaki pants.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Uniform Provided by Resort. Please no spandex, sweatpants, short skirts or shorts, and/or ripped clothing.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Shopping Trips, Potlucks or Dinners, Holiday Events, Company Parties, Trips to Major City, Trips to Nearby/Major Attractions, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Movie or Game Nights, 4th of July Festivities, Acadia National Park, Employee campfires

Additional Details about Cultural Offerings:

If you love the outdoors and living a healthy active lifestyle then Mount Desert Island & Terramor Outdoor Resort is the job for you.

Acadia National Park is known as the crown jewel. Offering over 27 miles of scenic roadways, 158 miles of hiking trails, and 45 miles of carriage roads.

Local Cultural Offering:

Opportunities to explore are endless. Downtown Bar Harbor has unique shopping & night life, while our partnerships with community organizations like Friends of Acadia provides volunteer opportunities and education events both onsite and offsite.

We lead group hikes, offsite activities & 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:

Our housing units are on property with less than a two-minute walk to our main lodge. There is a "free" bus stop onsite, the "Island Explorer," which runs every hour from 8:00 a.m. to 10:00 p.m. The bus directly takes you into downtown Bar Harbor. From there you can access different bus routes taking you to all major areas of Acadia National Park and other communities located on the island, Southwest Harbor and Northeast Harbor. In addition, we have a staff shuttle which will run to Ellsworth weekly for major shopping essentials. These are scheduled trips. Amenities Include: TV, refrigerator, bedding/linen provided, microwave, telephone, utensils, private bath, air conditioning, cookware, stovetop.

Lease Agreement: No

Onsite Amenities:

WiFi: Yes

Description:

We offer free Wi-Fi access to our employees

Phone Service: Yes

Description:

We have cell boosters along property for better cell service

Kitchen facilities: Yes

Description:

All units offer a kitchen, a community area, outside grills, fire pit and seating.

Laundry facilities: Yes

Description:

We have a employee laundry facility with (free) laundry service

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 2

Rooming Arrangement Description:

Housing units are twin beds. We do have limited space for couples.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$50

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: Quick, easy walking trail to work

ARRIVAL INFORMATION

Arrival Instructions:

Getting Here

Bar Harbor Airport, located in Trenton, Maine, is the closest airport. With constant flights from Boston (BOS) offered by Cape Air. Terramor is located only 5 minutes from the Airport.

Bangor Airport (BGR) is the closest major airport to Bar Harbor, only 45-minutes by car.

Portland Airport (PWM) is Maine's largest airport which is approximately 4-hours from the Terramor property.

Boston (BOS) Logan International, located in the state of Massachusetts, is approximately 5.5-hours away. This is the largest international airport nearby.

Boston & Portland airport offers Enterprise rental car or Concord Trailways / Greyhound bus transportation to Bangor.

During onboarding and end-of-season, we will offer transportation to and from the Bangor or Bar Harbor Airports as long as you are in communication with your employer at least two weeks before you arrive. You **MUST** email your itinerary to your employer, so they can discuss arrival details with you. Pickup from Bangor or Bar Harbor is not guaranteed, but we will make all efforts to help pickup, or advise on alternative methods of getting to Terramor.

Suggested Arrival Airport:

Boston Logan (BOS), BOS, Over 50 miles

Portland International Jetport (PWM), PWM, Over 50 miles

Bangor International Airport (BRG), BGR, Less than 50 miles

Estimated cost of transportation to worksite from suggested airports: \$75 to \$100

If arriving after regular hours:

Suggested After-Hours Accommodation:

Quality Inn Bangor
250 Odlin Rd
Bangor, Maine 04401
\$75 to \$100

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: No

Social Security Number:

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

Details about how to apply for Social Security Number:

Participants **MUST** apply for their Social Security card in Bangor before coming to Bar Harbor, even if that means staying overnight in Bangor. Once you come to Bar Harbor it is very expensive and time consuming to go back to Bangor. Here is some information from CIEE about applying for Social Security: <https://www.ciee.org/in-the-usa/research-training/intern-professional-training/resources/sevis-social-security-number> Here is some information about the hours and location of the Bangor Social Security office: <https://www.ssoffice.com/bangor-social-security-office-so599> We will have scheduled dates that our employee shuttle will transport students to the social security office

Nearest SSA Office: Bangor , Maine , Less than 50 miles

Other:

Wage Payment Schedule:

Participants will be paid bi-weekly via direct deposit. Please refer to the employee welcome packet for more information. Be prepared financially, the first paycheck might be three weeks out from your start date.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Participants should look neat and professional. We will provide a uniform, participants should bring black or khaki pants and shorts, as well as comfortable, closed-toed shoes. Please refer to employee welcome packet for more information about uniform and items to pack.

Second Job Availability: Yes, likely

Applicable Company Policies:

Standard Expectations Include:

- Greet all guests
- Stocking and inventory of merchandise items
- Maintaining and cleaning all areas of the resort property, including outside areas, guest tents, lodge, restaurant, employee areas, etc.
- Demonstrate a high level of customer service. Respond to and take appropriate action to resolve concerns and complaints of guests
- Keep supervisor/manager informed of situations relating to facility operation, patron complaints or concerns, accidents, emergency situations, damages and potential safety hazards
- Attend departmental and team meetings, as well as participate in all additional training courses
- Perform all duties in a safe manner. Employees may be asked to move to different locations or job assignments within the property, as needed. Other duties may be assigned
- Cell phones are not allowed in areas of work that are guest facing
- Smoking is not allowed on the resort or inside any employee housing units

COMMUNITY AMENITIES

Walking Distance from Worksite:

General Store, Mainly Meats BBQ

Walking Distance from Housing:

General Store, Mainly Meats BBQ

In Town, Requires Transportation:

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