



## Xanterra Grand Canyon South Rim - Retail Associate

### HOST INFORMATION

**Company Description:**

**Recognized as one of the great seven natural wonders of the world, the sheer majesty and beauty of the Grand Canyon is unsurpassed. It is truly breathtaking. Students will live and work at the South Rim of Grand Canyon. This is a great area for hiking (with over 100+ miles of premier hiking trails), bird watching and wildlife viewing, star gazing, and more.**

In addition to the natural geological beauty, there are museums, galleries, and historical sites to explore in the area. Students will have access to the community recreation center which offers activities, sports leagues, bus trips, and more. This is a great location to meet new people and explore a unique area of the United States.

This is an incredibly beautiful area - one of America's finest natural wonders. Living here is beautiful and fun, but please remember this is NOT a city lifestyle! It is hot in the summer, and busy with people from all around the world vacationing here. Because of the high altitude of the area, some people may find it takes some time for their body to adjust to the climate. You will not be bored here, with all the hiking, adventuring, socializing, and exploring that the area has to offer.

If you get up early enough, you can see the sunrise over the Grand Canyon, or if you're daring, take a helicopter ride to some of the most remote places in the Canyon. Think about taking hiking trips, geological tour, photo excursions, or find the best route for your ambitions.

**Host Website:** <https://www.grandcanyonlodges.com/who-we-are/about-xanterra/>

**Site of Activity:** Xanterra Grand Canyon South Rim

**Parent Account Name:** Xanterra Travel Collection

**Host Address:** 10 Albright Avenue , PO Box 699 USPS , Grand Canyon , Arizona , 86023

**Nearest Major City:** Flagstaff , Arizona , Over 50 miles away

### PLACEMENT INFORMATION

**Job Description:**

Perform all types of retail functions including, cashiering, customer service, stocking, cleaning and sales floor.

1. Assist customers in a courteous and knowledgeable manner.
2. Be aware of product locations, sizes, prices and other information, which will assist the customer.
3. Operate POS system maintaining accurate entries, charges, change, and deposits.
4. Responsible for issued bank including change orders and security of the bank.

5. Handle store security issues as directed by store management.
6. Complete assigned job board on daily basis.
7. Assist other store sales clerks as directed.
8. Adhere to all safety and risk management policies while performing tasks.
9. Wrapping items and/or placing items in bags for guests.
10. Greeting all guests as they enter the store in a timely manner.
11. Assisting or advising guests on their purchases.
12. Suggesting other merchandise items to go with the guest's original selection (up-sell).
13. Educating guests on amenities outside of the retail location but still within our property (cross-sell).
14. Stocking and inventory of merchandise items.
15. Demonstrate a high level of customer service. Respond to and take appropriate action to resolve concerns and complaints of guests.

Other duties as assigned.

**Typical Schedule:**

You must be available to work nights, weekends and holidays. You may work as few as 4 days/week and up to 6 days/week. The schedule might change weekly and you must be prepared to work accordingly.

**Drug Test required:** Yes

## COMPENSATION

**Hourly Wage:** \$11.25

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$340

**Bonus:** No

\* All figures above are pre-tax

**Estimated average number of hours per week:** 34

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

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

**Potential fluctuation in hours per week:**

Some weeks are busier than others. Overtime is not guaranteed. When it's available it's considered a privilege for those who work hard, show up on time for their job, and are team players.

**Average number of hours per week reached by last year's seasonal employees:** 38

# JOB REQUIREMENTS

**English Level required:**



**Advanced**

**Required to be 21+:** No

**Previous Experience required:** No

## **Qualifications & Conditions**

Lifting

Lifting requirement: 50lbs/22kgs

Description:

You need to be able to lift/pull/carry up to 40 pounds and push up to 100 pounds.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

Other qualifications or conditions

Description:

The Grand Canyon is a dry climate at high altitude. Students need to be prepared for long periods of standing and walking as well as carrying heavy objects. Most employees will work continuously in an indoor environment with exposure to conditioned air. Employees will perform physical activities that require moving one's whole body, such as lifting, balancing, climbing, and stooping or bending. These activities often also require considerable use of the arms and legs. Retail Sales workers will be required to stand for long periods of time.

**Job Training required:** Yes

Length of job training:

1-2 weeks and ongoing as necessary

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: Yes

Thursday

Training requirements:

• EXCELLENT English • Must have a high attention to detail, math/counting skills, and accurate money/cash handling skills. • Must have strong communication skills, a friendly, positive attitude and be dedicated to customer service. • Must be attentive to guests and highly knowledgeable about all property merchandise in order to educate guests and up-sell and cross-sell merchandise. • Must be able to work individually or on a team and at a quick pace. • Must have the ability to read, write, and understand instructions given in the English language. • Retail Sales/Shop Associates serve as a representative of our company and must display courtesy, respect, tact, and discretion in all interactions with other employees, management, owners, guests, and members of the local community. • Previous cashiering

experience. • Public contact skills with the willingness to courteously interact with a broad cross-section of customers

**Need to wear uniform:** Yes

Uniform Policy:

You will need to bring black slip-resistant shoes that fully enclose your foot and black socks for Food & Beverage positions. Dark colored comfortable, closed toe shoes for other positions. The position you're working will require you to follow the appearance standards as outlined in the Appearance Standards Policy that is given to all students. Uniform must be returned in good condition at the end of your employment, otherwise there is a charge.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

**Dress Code:** Yes

Description:

Your uniform must be kept in clean, ironed and neat conditions. No spandex, sweat pants, jeans, track suits or short skirts/shorts allowed.

## CULTURAL OPPORTUNITIES

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

Company Parties, Holiday Events, Movie or Game Nights, Potlucks or Dinners, Trips to Major City, Trips to Nearby/Major Attractions, Shopping Trips, Employee Olympics, Kickball tournament

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

In the past, we've had activities like Karaoke, Movie Nights, Ice Cream Socials, Open Mic Night and more.

Trips that students can go on include Flagstaff hiking and shopping, Tusayan bowling, Flagstaff Extreme Adventure Course, Colorado River Float, Sunset Trips, camping and going to Las Vegas!

## 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:**

Linens provided for free, pillows are \$5. Free laundry facilities. Shared bathrooms. You will be sharing a room with other students. Housing is not co-ed. Individual rooms are NOT co-ed. Housing cost is dependent on the number of hours worked. Housing is \$0.49 per hours worked, for a maximum of \$19.20/week. Recreation Center has internet access, big screen TV, microwave, fitness center and classes, computer lab, video rentals, and snack bar. Internet within the park is limited.

**Lease Agreement:** Yes

### **Onsite Amenities:**

WiFi: Yes

Description:

Wireless is extremely limited within the park. There are several areas where you will not be able to access the internet or make a phone call.

Phone Service: Yes

Description:

Cellular service is extremely limited within the park. If you are going to purchase a cell phone, make sure it is Verizon, as they are the only company with a cell phone tower in the area.

Kitchen facilities: No

Description:

Dorms do NOT have kitchen facilities.

Laundry facilities: Yes

Description:

Laundry is free for students and employees.

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

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 6

Suggested Occupancy Per Room: 2 - 6

Rooming Arrangement Description:

Housing is not co-ed. We will do everything we can to place you with your friend or travel companion, but this is not guaranteed.

### **Provided Housing Cost:**

Required to Pay for Provided Housing: Yes

Cost per Week: \$19.2

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: Walking distance or free shuttle.

Employer-Provided Transportation

Estimated commute time: 15 to 30 minutes

Employer-Provided Transportation is free of charge

Description: Some dorms are located a bit further away from the job site, so you will need to either walk or catch the free shuttle to get home.

## **ARRIVAL INFORMATION**

### **Arrival Instructions:**

**ARRIVE ON MONDAY – WEDNESDAYS only!**

**Arrivals are not possible THURS - SUN!**

Students will need to fly into Phoenix or Flagstaff airport. Flagstaff is much closer, and this is highly recommended over Phoenix.

If you fly into Phoenix, you will need to take a bus to get to Flagstaff. Groome Shuttle or Greyhound bus is available from Phoenix airport to Flagstaff. This is at least a 5 hour bus trip.

From Flagstaff Students need to take a bus to get to the Grand Canyon. Shuttle information: [groometransportation.com/arizona/](http://groometransportation.com/arizona/)

The bus will drop you either at the HR office or a nearby hotel where the front desk can arrange a shuttle van. **DO NOT TAKE A BUS THAT ARRIVES AFTER 5PM.** Offices close at 5pm and there will be no way to arrange your housing until the morning.

**Students must apply for Social Security Card in Flagstaff, AZ before coming up to the Canyon.** Location info found at <https://secure.ssa.gov/apps6z/FOLO/Controller>, use zip code 86001

**Orientation is on Thursday and this is the first day students will begin being paid**

#### **Suggested Arrival Airport:**

Flagstaff Pulliam Airport, FLG, Over 50 miles

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

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

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

Grand Canyon International Hostel  
19 1/2 South San Francisco Street  
Flagstaff , Arizona 86001  
<https://www.grandcanyonhostel.com/>  
(928) 779-9421  
\$25 to \$50

## TRAINING AND ONBOARDING

#### **Pre-Arrival Onboarding:** Yes

Students **MUST** register in the Xanterra online portal called ICMS before you arrive. Specific instructions will be emailed to you by the employer.

**Students MUST apply for their Social Security Number in Flagstaff, Arizona BEFORE arriving to the Grand Canyon.** You will not be allowed to check in if you haven't gone to the Social Security Office. **THIS IS VERY IMPORTANT.**

#### **Social Security Number:**

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

Details about how to apply for Social Security Number:

Must apply prior to arrival to The Grand Canyon South Rim (your job). The office will be located at 2715 S. Woodlands Village Blvd, Flagstaff AZ. The Social Security Office is open Mondays and Tuesdays 9 am - 3 pm and Wednesdays 9 am -12pm. Their phone number is (877)319-0735. PLEASE NOTE: you will apply for your Social Security Number BEFORE registering with SEVIS. The Social Security Administration in Flagstaff, AZ understands this and will hold your application for the appropriate amount of time. You will not register with SEVIS until you have been assigned housing at Xanterra Grand Canyon South Rim. You will not be assigned housing until you have a receipt showing

you've applied for your Social Security Number. This is VERY important and non-negotiable!

Nearest SSA Office: 2715 S. Woodlands Village Blvd, Flagstaff , Arizona , Over 50 miles

**Other:**

Wage Payment Schedule:

Students will be paid with a paycheck every week using a temporary social security number until the actual one comes in. You must apply for your SS# before arriving at Grand Canyon. You should apply in Flagstaff, AZ, upon arrival. This is important

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

You are representing our business; we need you to look professional. Students must be neatly groomed, clean, neat and professional in appearance. No visible tattoos and no facial piercing (ear OK). Must have normal colored hair (no pink, blue, green...). Must bathe regularly and wear deodorant. No overbearing perfumes or colognes. Clean hygiene is a must. Men must have clean shaven face and women must wear hair tied back. No facial tattoos.

Second Job Availability: No, unlikely

Applicable Company Policies:

We offer a pay by consumption meal plan at Employee Cafeteria. Students can usually eat for under \$12 a day. There is also a 50% discount at Public Cafeteria.

Housing is paid at a rate of \$.49 / hour worked, for a maximum of \$19.20/week.

It is advised that if you're going to purchase a cell phone, you purchase a VERIZON one, as this is the only cell phone company with a cell phone tower in the area.

There are specific arrival instructions to make sure you get here SAFELY. Please make sure you review the arrival and start date details, and email your employer if you have any questions! We're here to support you.

When off duty, many students take advantage of their surroundings by hiking, taking free bus tours and taking pictures. But, we are lucky to have a Community Recreation Center that provides other options as well. The CRC plans a variety of activities throughout the year for all residents. Some are free, while some require a nominal fee.

Use of cell phones and ipods during work hours are limited. Speak with your manager for details.

This is hard work and you must be physically fit and ready to work hard.

Open 7 days a week, year round. Must be available to work nights, holidays and weekends!

Days off with friends are not guaranteed - based on the schedule of the business and how busy it is.

The schedule might change weekly and you must be prepared to work accordingly.

You are expected to show up for work on time and not miss shifts. If you are going to be late or need to call out of work, you need to speak directly with your manager. Failure to do so will result in a warning.

## COMMUNITY AMENITIES

**Walking Distance from Worksite:**

Restaurants

**Walking Distance from Housing:**

Post Office, Bank, Fitness Center

**In Town, Requires Transportation:**

Food Market, Shopping Mall, Internet Cafe, Public Library