

YUKON TOUR JOBS



WESTMARK HOTELS

in collaboration with
Holland America & Princess Cruises



Holland America Line®
SAVOR THE JOURNEY



PRINCESS CRUISES
come back new™

HIRING FOR HOTEL, RESTAURANT & TRANSPORTATION POSITIONS!

Hospitality & Tourism jobs in the beautiful Yukon Territory.

YUKON TOUR JOBS

Yukon & Alaska Tour Jobs

HAP

ALASKA • YUKON

Yukon Tour Jobs is a collaboration of Holland America Line and Princess Cruises. You may also hear the acronyms, "HAP" or "HAP Alaska-Yukon." We provide all the land-based logistics and operations in Alaska and the Yukon. We offer summer seasonal jobs for individuals just entering the workforce to those with life experiences. We are innovators in Alaska & Yukon tourism, advocates for the environment and we provide seamless experiences for guests who would like to enjoy an inland adventure. We operate 10 hotels, 20 ultra-dome two-story train cars and are the 5th largest fleet of motorcoaches in North America. We operate across two countries and employ over 4,500 people every season.

Work with a team that delivers it best!

Service Excellence. Performance. Integrity. Teamwork. Consistency. Innovation.

APPLY TODAY

WWW.YUKONTOURJOBS.COM



MORE ON WESTMARK HOTELS

WWW.WESTMARKHOTELS.COM

All Positions

Contracts:

May 2022 - September 2022

Benefits:

- **Experience** – Of a lifetime! Live and work in the Yukon, working for an international company.
- **Housing & Meals** – Staff accommodations available! Meal benefits included!
- **Travel** - Generous Cruise and Travel Privileges for you and your family in the Yukon, Alaska and around the world!
- **Rewards & Incentives** – Employee of the month, years of service and longevity recognition programs!
- **Reward for Referral Program** - Earn up to \$400 for each person you refer!
- **Community Service** - Unique employee opportunities to participate in local community and charity events!
- **Employee Activities** – Team sporting events; company sponsored events; discounted rates on tours and more!

Wage Ranges:

\$15.20 - \$18.00 hourly

(depending on position & experience)

End of season bonuses available!

HAP Alaska Yukon is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin, disability or protected veteran status.

Seasonal Job Descriptions

Room Attendant

Laundry Attendant

Houseperson

Night Janitor

Supervisor, Housekeeping/Rooms

Line Cook

Prep Cook

Dishwasher

Server/Waithelp.

Supervisor, Dining Room

Bartender

Guest Services Agent

Night Auditor

Assistant, Maintenance

Assistant, Administration

HAP Alaska Yukon is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin, disability or protected veteran status.

ROOM ATTENDANT (SEASONAL)

Overall Purpose:

The Room Attendants are the foundation of an excellent stay at the property. You provide a pleasant and comfortable experience for guests and team members, ensuring that all of our visitors have a clean home-away-from-home. You'll be cleaning and sanitizing guest rooms and guest areas while supporting our safety standards and assisting guests as the need arises. The Housekeeping team is made up of a diverse group of inspiring and passionate individuals who have fun working together on a daily basis. Finish your day in the afternoon and get out to adventure in the magic of the Yukon!

Responsibilities:

- Ensure all assigned rooms and/or areas are clean and sanitized by end of the shift
 - Remove all used linen, rubbish, recycling and process as reviewed
- Communicate with supervisors and other team members for service or technical updates, requests or concerns.
- Maintain organization for all housekeeping storage areas, ensuring they are clean of clutter and free from cross-contamination.
 - Complete regular projects and deep-cleaning
- Interact and communicate with guests, providing property-specific and local information, answering questions and communicating concerns to supervisor while creating memorable moments for our guests

Requirements:

- High school completion or equivalent certification preferred.
- Successful completion of criminal background check.
- Minimum age of 18 years required to reside in company housing, where available.
 - Must be eligible to work in Canada.

Knowledge, Skills & Abilities:

- Must be able to work independently within a team environment, contributing to a pleasant, positive guest experience.
- Must be able to prioritize work and meet deadlines in a fast-paced work environment, while maintaining attention to details.
- Ability to support and comply with company policies, procedures and guidelines and safety standards, both at work and in housing (if applicable).
 - Ability to adapt to new ideas and accept changing situations with confidence and ease.
- Must be able to communicate verbally and in writing with employees, management, and guests.
- Must be able to lift 50 lbs/23 kgs as some heavy lifting is required. Must be able to climb, stoop, kneel, crouch, crawl, reach, stand or walk throughout entire shift.

LAUNDRY ATTENDANT (SEASONAL)

Overall Purpose:

Laundry Attendants are the great supporters of every successful housekeeping team. You provide Room Attendants with the fresh linens that are processed according to the health and safety standards of the company all while contributing to a pleasant experience for our employees and guests alike. The Housekeeping team is made up of a diverse group of inspiring and passionate individuals who have fun working together on a daily basis. Finish your day in the afternoon and get out to adventure in the magic of the Yukon!

Responsibilities:

- Collection and sorting of used linens from guest check out rooms
- Loading and unloading linens from industrial washers and dryers
- Folding and storing linens by type in designated locations
- General awareness of all chemicals and cleaners on site in accordance with WHMIS training.
- Communicate with supervisors and other team members for service or technical updates, requests or concerns.

Requirements:

- High school completion or equivalent certification preferred.
- Successful completion of criminal background check.
- Minimum age of 18 years required to reside in company housing, where available.
- Must be eligible to work in Canada.

Knowledge, Skills & Abilities:

- Must be able to work independently within a team environment, contributing to a pleasant work environment
- Must be able to prioritize work and meet deadlines in a fast-paced work environment, while maintaining attention to details.
- Ability to support and comply with company policies, procedures and guidelines and safety standards, both at work and in housing (if applicable).
- Ability to adapt to new ideas and accept changing situations with confidence and ease.
- Ability to work well in a fast-paced environment where guest rooms and laundry services have short turnover times due to fluctuating tour patterns and guest arrival/departure times.
- Must be able to communicate verbally and in writing with employees, management, and guests.
- Must be able to lift 50 lbs/23 kgs. Some heavy lifting is required

HOUSEPERSON (SEASONAL)

Overall Purpose:

Housepersons are the gears that keep every successful housekeeping team thriving. You'll be preparing each guest room to be cleaned by the room attendants; cleaning and maintaining hotel public areas and restrooms; assisting guests as the need arises; all while supporting safety standards and policies. The Housekeeping team is made up of a diverse group of inspiring and passionate individuals who have fun working together daily. Finish your day in the afternoon and be able to enjoy adventures in the Midnight Sun!

Responsibilities:

- Removing dirty linens and rubbish from guest rooms and transporting to laundry
- Delivering amenities and linens to guest rooms or housekeeping closets
- Communicate with supervisors and other team members for service or technical updates, requests or concerns.
- Maintain organization for all housekeeping storage areas, ensuring they are clean of clutter and free from cross-contamination.
- Complete regular projects and deep cleaning
- Interact and communicate with guests, providing property-specific and local information, answering questions and communicating concerns to supervisors while creating memorable moments for our guests
- Assisting in other areas of housekeeping as needed (cleaning guest rooms, folding laundry, etc.)

Requirements:

- High school completion or equivalent certification preferred.
- One year of housekeeping experience preferred
- Successful completion of criminal background check.
- Valid Driver's License (not revoked or suspended) with fewer than three moving violations
- Minimum age of 18 years required to reside in company housing, where available.
- Must be eligible to work in Canada.

Knowledge, Skills & Abilities:

- Must be able to work independently within a team environment, contributing to a pleasant, positive guest experience.
- Must be able to prioritize work and meet deadlines in a fast-paced work environment, while maintaining attention to details.
- Ability to support and comply with company policies, procedures and guidelines and safety standards, both at work and in housing (if applicable).
- Ability to adapt to new ideas and accept changing situations with confidence and ease.
- Must be able to communicate verbally and in writing with employees, management, and guests.
- Must be able to lift 50 lbs/23 kgs. Heavy lifting is required. Must be able to climb, stoop, kneel, crouch, crawl, reach, stand or walk throughout entire shift.

NIGHT JANITOR (SEASONAL)

Overall Purpose:

The Night Janitor is the ultimate behind the scenes magician. You'll be the eyes and ears of the hotel during its quietest hours, while staying in close communication with the Guest Services Night Auditor. Night Janitors are in charge of basic security of hotel premises, cleaning and maintaining hotel public areas and restrooms; assisting guests as the need arises; all while supporting safety standards and policies. Enjoy your full days off exploring and touring the land of the Midnight Sun!

Responsibilities:

- Basic on-site security of hotel premises, contacting Night Auditor radio throughout shift.
- Vacuuming/sweeping/mopping of hotel lobby, stairs, dining room, kitchen and bar/lounge.
 - Dusting & polishing surfaces, bannisters, windows, etc.
 - Deep cleaning of public restrooms
- Delivering amenities and linens to guest rooms or housekeeping closets as necessary.
- Communicate with department Managers for service or technical updates, requests or concerns through communication book and verbally.
- Maintain organization for all housekeeping storage areas, ensuring they are clean of clutter and free from cross-contamination.
 - Complete regular projects and deep cleaning
- Interact and communicate with guests, providing property-specific and local information, answering questions and communicating concerns to supervisors while creating memorable moments for our guests

Requirements:

- High school completion or equivalent certification preferred.
- One year of housekeeping or janitorial experience preferred.
 - Must be comfortable with overnight shifts.
 - Successful completion of criminal background check.
- Valid Driver's License (not revoked or suspended) with fewer than three moving violations
 - Minimum age of 18 years required to reside in company housing, where available.
 - Must be eligible to work in Canada.

Knowledge, Skills & Abilities:

- Must be able to work independently within a team environment, contributing to a pleasant, positive guest experience.
- Must be able to prioritize work and meet deadlines in a fast-paced work environment, while maintaining attention to details.
- Ability to support and comply with company policies, procedures and guidelines and safety standards, both at work and in housing (if applicable).
 - Ability to adapt to new ideas and accept changing situations with confidence and ease.
- Must be able to communicate verbally and in writing with employees, management, and guests.
- Must be able to lift 50 lbs/23 kgs. Heavy lifting is required. Must be able to climb, stoop, kneel, crouch, crawl, reach, stand or walk throughout entire shift.

SUPERVISOR, HSKP (SEASONAL)

Overall Purpose:

The Housekeeping Supervisors oversees our guests' home-away-from-home ensuring each space is clean, comfortable, and safe. You'll assist in training, coaching, and guiding a large, diverse team while supporting the safety standards and assisting guests as needed. Finish your day in the afternoon and get out to adventure in the magic of the Yukon

Responsibilities:

- Training, coaching, rewarding, and disciplining all employees on aspects of job
- Prepare housekeeping paperwork and divide/assign rooms to room attendants evenly
- Radio and phone communications with all hotel staff on any safety or service concerns
- Daily inspection of guest rooms and employee housing (if applicable) for quality assurance
- Update housekeeping logs throughout the hotel and assuring the proper storage of chemicals and cleaning products.
- Interact and communicate with guests, providing property-specific and local information, answering questions and communicating concerns to supervisor, creating memorable moments for our guests
- Performs cleaning duties in cases of emergency or staff shortage
- Issues supplies and equipment to staff when needed.
- Establishes standards and procedures for the Housekeeping department.
- Advises Housekeeping Manager and Guest Services of guest rooms ready for service – consistent updates to the team throughout the day.
- Records data regarding work assignments, staff actions, and health and safety issues.

Requirements:

- High school completion or equivalent certification.
- 1 year of housekeeping experience is preferred.
- Minimum age of 18 years required to reside in company housing, where available.
- Successful completion of criminal background check.
- Must be eligible to work in the Canada.

Knowledge, Skills & Abilities:

- Must be able to work independently within a team environment, contributing to a pleasant, positive guest experience.
- Must be able to prioritize work and meet deadlines in a fast-paced work environment, while maintaining attention to details.
- Ability to support and comply with company policies, procedures and guidelines and safety standards, both at work and in housing (if applicable).
- Ability to adapt to new ideas and accept changing situations with confidence and ease.
- Ability to motivate team members on a daily basis creating a safe and energetic work environment.
- Must be able to communicate verbally and in writing with employees, management, and guests.
- Must be able to lift 50 lbs/23 kgs. Some heavy lifting is required

COOK, LINE (SEASONAL)

Overall Purpose:

The Housekeeping Supervisors oversees our guests' home-away-from-home ensuring each space is clean, comfortable, and safe. You'll assist in training, coaching, and guiding a large, diverse team while supporting the safety standards and assisting guests as needed. Finish your day in the afternoon and get out to adventure in the magic of the Yukon

Responsibilities:

- Training, coaching, rewarding, and disciplining all employees on aspects of job
- Prepare housekeeping paperwork and divide/assign rooms to room attendants evenly
- Radio and phone communications with all hotel staff on any safety or service concerns
- Daily inspection of guest rooms and employee housing (if applicable) for quality assurance
- Update housekeeping logs throughout the hotel and assuring the proper storage of chemicals and cleaning products.
- Interact and communicate with guests, providing property-specific and local information, answering questions and communicating concerns to supervisor, creating memorable moments for our guests
 - Performs cleaning duties in cases of emergency or staff shortage
 - Issues supplies and equipment to staff when needed.
- Establishes standards and procedures for the Housekeeping department.
- Advises Housekeeping Manager and Guest Services of guest rooms ready for service – consistent updates to the team throughout the day.
- Records data regarding work assignments, staff actions, and health and safety issues.

Requirements:

- High school completion or equivalent certification.
- 1 year of housekeeping experience is preferred.
- Minimum age of 18 years required to reside in company housing, where available.
- Successful completion of criminal background check.
- Must be eligible to work in the Canada.

Knowledge, Skills & Abilities:

- Must be able to work independently within a team environment, contributing to a pleasant, positive guest experience.
- Must be able to prioritize work and meet deadlines in a fast-paced work environment, while maintaining attention to details.
- Ability to support and comply with company policies, procedures and guidelines and safety standards, both at work and in housing (if applicable).
- Ability to adapt to new ideas and accept changing situations with confidence and ease.
- Ability to motivate team members on a daily basis creating a safe and energetic work environment.
- Must be able to communicate verbally and in writing with employees, management, and guests.
 - Must be able to lift 50 lbs/23 kgs. Some heavy lifting is required

COOK, PREP (SEASONAL)

Overall Purpose:

Be a part of creating culinary experiences for guests and team members. Prepare carefully crafted dishes with elevated standards of quality and presentation. Provide reliability, dependability and a positive attitude in a high energy environment. Live a summer of adventure and memories, both creating your own and for others.

Responsibilities:

- Prepare and produce food per Company recipes and specifications on a kitchen line and prep area in a fast-paced environment.
- Food preparation and stocking workstation to ensure success for business demands.
- Maintain high standards of cleanliness and sanitation in all work and storage spaces.
 - Stock kitchen, organize product, inspect food quality
- Completing food safety protocols and logs with assistance and direction from management
- Contribute effectively to a positive employee and guest experience while maintaining a professional attitude and appearance.

Requirements:

- High school completion or equivalent certification.
- Culinary school and/or relevant experience preferred.
- Minimum age of 18 years required to reside in company housing, where available.
- Successful completion of criminal background check.
- Must be able to lift 50 lbs./23 kg, work around hot kitchen equipment safely, and stand/walk for long periods of time
- Must be eligible to work in Canada.

Knowledge, Skills & Abilities:

- Working knowledge of commercial kitchen operations.
- Ability to prioritize work while maintaining attention to time constraints, working independently or in a team environment.
- Ability to communicate effectively and take direction well.
- Ability to multitask in a fast-paced environment while adapting to external influences.
- Ability to support and comply with company policies, procedures and guidelines and safety standards, both at work and in housing (if applicable).

DISHWASHER (SEASONAL)

Overall Purpose:

Be a part of a safe and enjoyable experience for team members and guests. Operate equipment and handle delicate commercial kitchenware with elevated standards of quality and attention to detail. Provide reliability, dependability, and a positive attitude in a high energy environment. Live a summer of adventure and memories, both creating your own and for others.

Responsibilities:

- Clean, wash, dry, and sanitize dishes, utensils, and equipment per Company standards and specifications in a fast-paced kitchen environment.
- Inspect, clean, and maintain equipment, chemicals, and linens.
- Maintain high standards of cleanliness and sanitation in all work and storage spaces.
- Assist with stocking kitchen and organizing product.
- Completing sanitization and food safety protocols and logs with assistance and direction from management
- Contribute effectively to a positive employee and guest experience while maintaining a professional attitude and appearance.

Requirements:

- High school completion or equivalent certification.
- Culinary school and/or relevant experience preferred.
- Minimum age of 18 years required to reside in company housing, where available.
- Successful completion of criminal background check.
- Must be able to lift 50 lbs./23 kg, work around hot kitchen equipment safely, and stand/walk for long periods of time
- Must be eligible to work in Canada.

Knowledge, Skills & Abilities:

- Ability to work safely in a commercial kitchen environment.
- Ability to prioritize work while maintaining attention to time constraints, working independently or in a team environment.
- Ability to communicate effectively and take direction well.
- Ability to multitask in a fast-paced environment while adapting to external influences.
- Ability to support and comply with company policies, procedures and guidelines and safety standards, both at work and in housing (if applicable).

SERVER/WAITER (SEASONAL)

Overall Purpose:

Servers provide positive guest interactions while serving guests in a friendly and efficient manner. They play an integral role in ensuring our customers have an exceptional dining experience by providing food and beverages for guests and serving them throughout the restaurant and bar while following all state and local laws and company policies. At all times, servers are expected to be attentive to the guests' needs, making them feel welcome, comfortable, and important. Live a summer of adventure and memories, both creating your own and for others.

Responsibilities:

- Organizing and setting up workspace before, during, and after each shift including stocking, cleaning, sanitizing, and preparatory work
- Greeting and welcoming guests to the restaurant while maintaining a professional appearance
 - Knowledgeably present menus, specials and recommendations to guests
- Using the company's sequence with guests to make sure they are having a quality dining experience
 - Clearing, cleaning, sanitizing, and resetting the venue as needed
- Efficiently operating a computerized point of sale system, completing financial transactions accurately, making change, and running credit cards
- Effectively and proactively communicate any safety, guest, or employee concerns with the Supervisors and Management
 - Contributing to the overall success of the venue by running food, seating tables, and welcoming guests as needed
 - Maintain high standards of cleanliness and sanitation in all work and storage spaces.
- Contribute effectively to a positive guest experience while maintaining a professional attitude and appearance.

Requirements:

- High school completion or equivalent certification.
 - Prior restaurant experience preferred
 - BARS Training/Certification an asset.
- Minimum age of 18 years required to reside in company housing, where available.
 - Minimum age of 19 years required to serve alcohol in the Yukon.
 - Successful completion of criminal background check.
- Must be able to lift 50 lbs./23 kg, and stand/walk for long periods of time
 - Must be eligible to work in Canada.

Knowledge, Skills & Abilities:

- Must pose excellent customer service skills
- Must have knowledge of alcohol service and making/pouring drinks
 - Accurate cash handling required
- Basic math abilities, must be able to process financial transactions, company vouchers, group sales, etc.
 - Ability to prioritize work while maintaining attention to time constraints, working independently or in a team environment.
- Ability to clearly communicate both written and verbally in person and over the phone
- Ability to multitask in a fast-paced environment while adapting to external influences
- Ability to work independently with minimal supervision while achieving daily goals
 - Must maintain confidentiality with sensitive guest and employee information
- Ability to support and comply with company policies, procedures and guidelines and safety standards, both at work and in housing (if applicable).
 - Exceptional teamwork skills required.

SUPERVISOR, DINING ROOM (SEASONAL)

Overall Purpose:

The Supervisor position ensures that exceptional customer service is provided; including interacting with guests, answering guest inquiries, and effectively handling complaints while maintaining professionalism and a friendly positive attitude that support HAP service excellence values. The Dining Room Supervisor oversees daily front of house operations and actively participates in ongoing training. This position supervises and motivates team members in line with company standards. Live a summer of adventure and memories, both creating your own and for others.

Responsibilities:

- Manage all FOH staff during shift.
- Help F&B Manager with duties such as ordering, inventory and scheduling.
- Ensure venue is always presentable and ready for service.
- Handle guest complaints according to provided guidelines. Visit tables consistently for quality checks and Waithelp assistance.
- Assign opening and closing side work to staff.
- Responsible for daily cashier's paperwork, deposits, tips and correct closeouts of the POS system.
- Work closely with BOH supervisor to provide a seamless guest experience.
- Hold pre-shift meetings with FOH staff.
- Maintain safe and healthy work environment by following company standards and sanitation guidelines.
- Contribute effectively to a positive guest experience while maintaining a professional attitude and appearance.

Requirements:

- High school completion or equivalent certification.
- Experience in positions involving customer service or food and beverage service is required.
- Experience in leadership position(s) is desired.
- BARS Training/Certification an asset.
- Minimum age of 18 years required to reside in company housing, where available.
- Minimum age of 19 years required to serve alcohol in the Yukon.
- Successful completion of criminal background check.
- Must be able to lift 50 lbs./23 kg, and stand/walk for long periods of time
- Must be eligible to work in Canada.

Knowledge, Skills & Abilities:

- Must pose excellent customer service skills
- Ability to prioritize work while maintaining attention to time constraints, working independently or in a team environment.
- Ability to clearly communicate both written and verbally in person and over the phone
- Ability to organize work, meet deadlines and maintain attention to detail and accuracy while working in a large team.
- Able to think and react quickly and resolve issues immediately.
- Ability to multitask in a fast-paced environment while adapting to external influences.
- Ability to support and comply with company policies, procedures and guidelines and safety standards, both at work and in housing (if applicable).
- Exceptional teamwork skills required.

BARTENDER (SEASONAL)

Overall Purpose:

Bartenders provide positive guest interactions while serving guests in a friendly and efficient manner. They play an integral role in ensuring our customers have an exceptional dining experience by providing food and beverages for patrons and serving them throughout the restaurant and bar while following all territorial and local laws and company policies. Live a summer of adventure and memories, both creating your own and for others.

Responsibilities:

- Mix and serve drinks following set standard recipes
- Organizing and setting up the workspace before, during and after each shift. Including stocking, cleaning, sanitizing and prep work.
- Knowledgeably present menus and recommendations to guests
- Greet and welcome guests to the restaurant while maintaining a professional appearance.
- Operate a computerized point of sale system, completing financial transactions accurately, making change and running credit cards.
- Contribute effectively to a positive guest experience while maintaining a professional attitude and appearance.

Requirements:

- High school completion or equivalent certification.
- Prior bartending experience preferred.
- BARS Training/Certification an asset.
- Minimum age of 18 years required to reside in company housing, where available.
- Minimum age of 19 years required to serve alcohol in the Yukon.
- Successful completion of criminal background check.
- Must be able to lift 50 lbs./23 kg, and stand/walk for long periods of time
- Must be eligible to work in Canada.

Knowledge, Skills & Abilities:

- Must pose excellent customer service skills
- Working knowledge of drinks and the restaurant environment as a whole.
- Ability to prioritize work while maintaining attention to time constraints, working independently or in a team environment.
- Ability to communicate effectively and take direction well.
- Ability to multitask in a fast-paced environment while adapting to external influences.
- Accurate cash handling required
- Basic math abilities, must be able to process financial transactions, company vouchers, group sales, etc.
- Ability to support and comply with company policies, procedures and guidelines and safety standards, both at work and in housing (if applicable).
- Exceptional teamwork skills required.

GUEST SERVICES AGENT (SEASONAL)

Overall Purpose:

Our Guest Service Representatives are the greeters, problem-solvers and sales force of all that is the location where you work. You provide excellent service; apply knowledge of company products, optional tours, services, local information, policies, procedures and guidelines to assist guests and employees; and support the overall goals of the company as you provide the best experience possible for our visitors. Be part of the team who shares their backyard with guests. Live a summer of adventure and memories, creating your own and those for others.

Responsibilities:

- Provide excellent customer service and analyze guest situations, investigate problems and determine solutions within company policies, procedures and guidelines.
- Communicates and coordinates with multiple departments in a friendly and professional manner to process requests and accommodations.
- Apply knowledge of company products, tours, services and operations for guests and employees to enhance the vacation and work experience.
- Create bookings, take payment and process refunds for hotel rooms, amenities, and tours.
 - Processes daily sales and complete accounting duties.
 - Transports guests to and from excursions
- Maintain records, reports, logs and files in accordance with company policies, procedures and guidelines.
- May deliver messages, amenities, assist with luggage and run errands based on guest and company needs.
- Participate in generating sales for tours, retail, restaurant, amenities and hotel rooms at designated locations.
- Answer and re-direct telephone calls as needed; greet and interact with guests at the desk or designated areas.
- Monitor alarms and communicate with guests, employees, security, management and emergency personnel in the event of urgent and/or emergent medical and non-medical incidents on property
 - Keep work areas organized, clean and sanitized
- Assists within other departments, such as housekeeping, on high occupancy days when needed and upon appropriate training.

Requirements:

- High school completion or equivalent certification.
- Hospitality-related degree or equivalent certification preferred. Work experience in hospitality-related positions may be considered in lieu of the educational requirement.
- Minimum age of 18 years required to reside in company housing, where available.
- Valid Driver's License (not revoked or suspended) with fewer than three moving violations preferred.
 - Successful completion of criminal background check, including credit check.
 - Must be able to lift 25 lbs./11kg.
 - Must be eligible to work in Canada.

Knowledge, Skills & Abilities:

- Possess excellent customer service skills
- Ability to organize and prioritize work, maintain attention to detail while working both an independently and as a team in a fast-paced environment.
- Ability to clearly communicate verbally and written both in person and over the phone.
 - Demonstrate an ability to maintain confidentiality
- Proficient in computer based programs (Property Management System, Microsoft Outlook, Word, and Excel).
- Ability to support and comply with company policies, procedures and guidelines and safety standards, both at work and in housing (if applicable).

NIGHT AUDITOR (SEASONAL)

Overall Purpose:

Behind the scenes at every successful business, are the accountants and administrative staff that support the entire organization. As a night auditor, you analyze, verify, and report on all sales for the hotel with a keen eye for detail. Auditing transactions and verifying records helps keep us stay profitable. Businesses cannot continue the next day until the night auditor has finished their work and therefore is a crucial position to the functionality of the entire business. The small group of people that work overnight is a special team that makes sure the property is safe and the next business day starts over for each venue. Enjoy your full days off by exploring and touring the land of the midnight sun!

Responsibilities:

- Process and print daily sales information using property management system
- Organize sales receipts from front desk, tour desk, retail and food & beverage departments and flagging/correcting errors.
- Cash counting of sales and banks including signing banks in and out to other employees
- Guest Service duties such as answering phone calls, performing wake up calls, check ins/outs, answering questions and handling guest requests
- Monitor alarm panel and communicate with guests, employees, security, management and emergency personnel in the event of urgent and/or emergent medical and non-medical incidents on property.
- Applies knowledge of local information, company products, optional tours, services and operations for guests and employees to enhance their vacation and work experience.
- Provides excellent customer service and analyze situations, investigate problems and determine solutions

Requirements:

- High school completion or equivalent certification.
- Hospitality-related degree or equivalent certification preferred. Work experience in positions involving hotel guest service preferably accounting, night audit, bookkeeping or accounting in lieu of the educational requirement.
- Minimum age of 18 years required to reside in company housing, where available.
- Valid Driver's License (not revoked or suspended) with fewer than three moving violations preferred.
- Successful completion of criminal background check, including credit check.
 - Must be able to lift 25 lbs./11kg.
 - Must be eligible to work in Canada.

Knowledge, Skills & Abilities:

- Ability to organize and prioritize work, meet deadlines, maintain attention to detail
- Ability to work independently with minimal supervision while achieving daily goals.
- Ability to clearly communicate verbally and written both in person and over the phone.
 - Demonstrate an ability to maintain confidentiality
- Proficient in computer-based programs (Property Management System, Microsoft Outlook, Word, and Excel).
- Ability to support and comply with company policies, procedures and guidelines and safety standards, both at work and in housing (if applicable).

ASSISTANT, MAINTENANCE (SEASONAL)

Overall Purpose:

The Maintenance Crew is the contributing factor to the safety and satisfaction of both guests and employees at our hotel properties. Maintenance Assistants perform routine general maintenance and repair of the buildings, grounds, and equipment ensuring facilities are maintained to company level standards and in compliance with regulatory requirements. Finish your day in the afternoon and get out to adventure in the magic of the Yukon!

Responsibilities:

- Routinely performs maintenance inspections, checks and daily rounds.
- Routinely performs variety of entry-level maintenance tasks.
- Assists with preventive and corrective maintenance involving inspections and repairs.
- Observes operation of facility equipment, updates logs in software applications and other written maintenance and repair records.
- Communicates verbally via hand held radios and in person for repair calls, troubleshooting and follow up with employees and guests on repair status.
- Interacts with employees and guests including but not limited to answering questions and providing information about local area, hotel information and general service interactions.

Requirements:

- High school completion or equivalent certification.
- One year experience in positions involving building or equipment maintenance
- Minimum age of 18 years required to reside in company housing, where available.
- Minimum age 18 years to operate service vehicles and maintenance equipment
- Valid Driver's License (not revoked or suspended) with fewer than three moving violations preferred.
- Successful completion of criminal background check, including credit check.
- Must be able to lift 50 lbs./23kg. Must be able to climb, stoop, kneel, crouch, crawl, reach, stand or walk the entire shift.
- Must be eligible to work in Canada.

Knowledge, Skills & Abilities:

- Ability to organize and prioritize work, maintain attention to detail while working both an independently and as a team in a fast-paced environment.
- Ability to clearly communicate verbally and written both in person and over the phone and radio
- Ability to stay engaged and focused on repetitive general tasks needed to keep hotel functioning
- Ability to support and comply with company policies, procedures and guidelines and safety standards, both at work and in housing (if applicable).
- Ability to listen and comprehend verbal and written instructions for work detail assignments and tasking

ASSISTANT, ADMINISTRATION (SEASONAL)

Overall Purpose:

Behind the scenes at every successful business, are the accountants and administrative staff that support the entire organization. As an administrative assistant you perform a variety of support tasks that helps the management team and all departments. You work closely with the General Manager on specialized tasks to help recognize top performing employees and celebrate our accomplishments and service scores. You also play a role in the auditing and verifying transactions within the accounting world.

Responsibilities:

- Input and track service score data and employee recognition
- Complete daily cash vault duties including the resetting of banks, making change, counting daily sales and tracking daily cash processes
 - Daily rounds to retrieve accounting paperwork and cash banks/deposits
 - Input data and maintain records for safety program.
- Communicate with multi-levels of leadership for operational updates and events
 - Maintain and update employee communication and activity boards
- Organize, inventory, and maintain office and employee recognition supplies for hotel operations
- Answers, screens, and redirects calls; takes and delivers messages, and provides information
- Assists with training new employees and organizing orientation in terms of scheduling, presenting and employee completion tracking
- Assist with employee relations functions including planning, marketing, organizing, and hosting/attending of events
- Assists within other departments, such as housekeeping, on high occupancy days when needed and upon appropriate training.

Requirements:

- High school completion or equivalent certification.
- One year of experience in positions involving clerical, bookkeeping, or accounting is preferred
- Minimum age of 18 years required to reside in company housing, where available.
- Valid Driver's License (not revoked or suspended) with fewer than three moving violations preferred.
- Successful completion of criminal background check, including credit check.
 - Must be able to lift 25 lbs./11kg.
 - Must be eligible to work in Canada.

Knowledge, Skills & Abilities:

- Ability to organize and prioritize work, maintain attention to detail while working both an independently and as a team
- Ability to clearly communicate verbally and written both in person and over the phone.
 - Demonstrate an ability to maintain confidentiality
- Proficient in computer-based programs (Property Management System, Microsoft Outlook, Word, and Excel).
- Ability to support and comply with company policies, procedures and guidelines and safety standards, both at work and in housing (if applicable).

SUMMER OF A LIFETIME

Join in while you still can!

Work with a team that delivers it best!

Service Excellence. Performance. Integrity. Teamwork. Consistency. Innovation.

EMPLOYEE PERK REMINDERS!!

- **Experience** - Of a lifetime! Live and work in the Yukon, working for an international company.
- **Housing & Meals** - Staff accommodations available! Meal benefits included!
- **Travel**- Generous Cruise and Travel Privileges for you and your family in the Yukon, Alaska and around the world!
- **Rewards & Incentives**- Employee of the month, years of service and longevity recognition programs!
- **Reward for Referral Program** - Earn up to \$400 for each person you refer!
- **Community Service**-Unique employee opportunities to participate in local community and charity events!
- **Employee Activities**- Team sporting events; company sponsored events; discounted rates on tours and more!

