WORK & TRAVEL USA

Mackinac State Historic Parks - Guest Service Representative

HOST INFORMATION

Company Description:

Have a love of the outdoors? Passion for people? Enthusiasm for history? We offer 40 hr work weeks, with paid overtime, very reasonable housing rates, and bonuses available for seasonal positions. Guest Service Representatives scope of duties is to serve the visitors of Mackinac State Historic Parks by selling admission tickets, museum store merchandise and providing information to guests about Mackinac State Historic Park sites and the Straits of Mackinac region. Committed to providing friendly, courteous service to our visiting public in a professional, competent manner. We greet thousands of guest from all nationalities from May through October.

Located on the shore of the Straits of Mackinac in Mackinaw City, visitors can enjoy stunning views of the Mackinac Bridge, the straits, and the Upper Peninsula. Historical interpreters representing voyageurs, British soldiers, and French-Canadian merchant families are stationed throughout the fort to answer your questions and perform demonstrations. Watch smoke billow from cannons, mortars and muskets and see residents prepare food and tend the gardens. One of the longest ongoing archaeological excavations in North America. Our Lighthouse is also located within walking distance and provides stunning views of the Straits of Mackinac along with the Mackinac Bridge.

Free admission to all parks, a 15% discount in stores, and certain businesses participate in discount programs for the participants in the area.

Host Website: https://www.mackinacparks.com/attraction/colonial-michilimackinac/

Site of Activity: Mackinac State Historic Parks

Parent Account Name: Mackinac State Historic Parks

Host Address: 207 W. Sinclair Mackinaw City , Michigan , 49701

Nearest Major City: Traverse Cty , Michigan , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

Guest Services Representatives serve the visitors to Mackinac State Historic Parks by selling admission tickets, assisting guests in selling merchandise in our museum stores and providing information to guests about Mackinac State Historic Park sites and the Straits of Mackinac region. They help stock and clean the store and ticket booth locations.

Typical Schedule:

This is a varied shift/day schedule, changes week to week. Hours of operations are 9 am - 7 pm during the peak season (June - Aug) and 9 am - 5 pm during pre (May - June) and post season (Aug- Oct).

Seasonal changes to job duties or available hours: Yes

Business hours are different pre-season and post-season.

Drug Test required: No

COMPENSATION

Hourly Wage: $15

Eligible for Tips: No

Estimated weekly wages including tips: $600

Bonus: Yes

480 hours is a $100 bonus, 680 hours is a $175 bonus, 920 hours is a $250 bonus, and 1000 hours is a $500 bonus. Based on overall program performance.

* All figures above are pre-tax

Estimated average number of hours per week: 38

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 50

Potential fluctuation in hours per week:

From June to Labor Day is the peak season.

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

Overtime Policy:

Yes, paid after 8 hours

Job-Specific Benefits:

Free admission to all parks, a 15% discount in stores, and certain businesses participate in discount programs for the participants in the area.

JOB REQUIREMENTS

English Level required:

★★★★★★ Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Standing for entire shift

Job Training required: Yes

Length of job training:

4 days

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Need to wear uniform: Yes

Uniform Policy:

A shirt and jacket are provided. Khaki pants and closed-toe shoes will be provided by participants.

Cost of uniform: $0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Clean kept-up appearance.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Holiday Events, Potlucks or Dinners, Sporting Events, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, various festivals, Award recognition dinner

Additional Details about Cultural Offerings:

Mackinaw City has several various festivals and events throughout the summer that can be very interesting. From motor cycle rally's to strawberry socials. Mackinac State Historic Parks itself hosts several special events within our various locations that all staff members are invited to attend.

Local Cultural Offering:

We have a list that provides all MSHP workers a discount at various businesses along with a Calander of events throughout the year that is provided by the local chamber of commerce. We also provide our students with information to local public transportation to get to larger nearby cities.

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 unit is located within walking distance of where you will be working. Each unit will have a bathroom, a shared kitchen, and shared laundry facilities (free laundry). You may have 1 to 2 roommates depending on room placement. We also provide bed linens and towels to our J1 employees. Our housing costs are $48.00 every two weeks ($96.00 a month), taken out of your paycheck.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes
Description:
Internet is available free of charge.

Phone Service: Yes
Description:
No landline but they can use the phone in the office which is right next door to housing.

Kitchen facilities: Yes
Description:
The kitchen has refrigerators, stove/ovens, microwaves, plates, utensils, and pots and pans.

Laundry facilities: Yes
Description:
Laundry room available free of charge, just have to provide your own laundry soap.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 3

Suggested Occupancy Per Room: 1 - 3

Rooming Arrangement Description:
You can request to stay with a friend of the same sex.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes
Cost per Week: $24

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes
Cost: $25
Description:
This can be paid when you arrive.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Housing needs to be clean and undamaged.

Details About Deposit Refund:

Housing deposit will be refunded in the last paycheck

Transportation to Worksite:

Walking Commute Time
Estimated commute time: Under 15 minutes

Description: Just around the corner

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: payment, just around the corner.

ARRIVAL INFORMATION

Arrival Instructions:

We don't require a specific day of the week to arrive, we would prefer you not to arrive at housing after 9 pm. The closest airport to Mackinaw City is Pellston (PLN), approximately 14 miles away, with shuttle service available through Mackinaw Shuttle. However, we might be able to pick you up at Pellston Airport depending on flight times. The next closest airport is either Chippewa County International (CIU), 50 miles away, or Traverse City Cherry Capital Airport (TVC), 80 miles away. For these last two airports, you would have to find transportation to Mackinaw City, either by bus or Northern Transport and shuttle. If you fly into Detroit, (300 miles) you will have to take the Indian Trails bus to Mackinaw City.

There is a public transportation bus that will take you to a couple of the bigger cities for more shopping options if needed. This information is posted in our housing common rooms.

We will be taking you to the Social Security office to apply for your Social Security card at the appropriate time.

We are willing to help you with any of your travel questions you may have, just ask.

Suggested Arrival Airport:

Pellston, PLN, Less than 25 miles

Estimated cost of transportation to worksite from suggested airports: $25 to $50

If arriving after regular hours:

Suggested After-Hours Accommodation:

Rainbow Hotel
602 S. Huron Ave
Mackinaw City , Michigan 49701
231-436-5518
$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:

Once students arrive, we provide a trip to the social security office to help expediate this process.

Nearest SSA Office: Petoskey , Michigan , Less than 50 miles

Other:

Wage Payment Schedule:

Paid biweekly, by direct deposit.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes
Maximum Group Size:

Grooming Requirements:

We provide polo shirts, and fleece jackets, we ask that you provide your own khaki colored (tan) pants. Shorts can be worn, but they need to be knee length and also khaki in color. Comfortable walking shoes, tennis shoes work best, no sandals. Any offensive tatoos need to be covered while working, need to have clean neat hair and uniform, no excessive jewelry.

Second Job Availability: Yes, likely

Applicable Company Policies:

We provide break areas with a refrigerator, and microwave for you to bring your lunch to work. We ask that you leave your backpack, purse, bag, etc. in the secured breakroom. We also ask that you leave your cell phone in your bag in the breakroom. Cell phones are not permitted on the work floor unless you have prior permission from the sales manager. Schedules are posted in two-week increments. Breaks are calculated by the hours you are scheduled, for example if you are scheduled for an 8 hour shift you will get two 15 min breaks (paid) with 1/2 lunch (unpaid). There are dedicated smoking areas, and you are only allowed to smoke during your break time.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Bank, Restaurants, Public Library

Walking Distance from Housing:

Food Market, Post Office, Bank, Restaurants, Public Library