



ST. ELIAS ALPINE GUIDES

Guesthouse Host + Logistics Team Member

This position is recommended for anyone with great customer service skills who is interested in spending the summer in Alaska's largest national park. This job is perfect for someone looking for a little variety in their work and wants to learn transferable administrative skills while participating behind the scenes of our complex operation. Most staff return for multiple seasons, gaining more responsibility with daily logistics and reservation management.

Qualifications

- You have the legal right to work in the United States - citizenship, residency, or work visa. (Sorry, we cannot sponsor your visa application.)
- You have at least 2 years of college or life experience post-high-school.
- You are a people person with the ability to get along with and relate to guests, co-workers, and roommates from all walks of life.
- You are a hard worker and don't mind putting in long hours doing often non-glamorous tasks.
- Having experience living in rustic and/or communal environments is preferred but not required.
- You must have current Wilderness First Aid and CPR certifications by the first day of training that do not expire until after the end of your contract. Wilderness First Responder or higher qualifications are highly recommended and required for some position. (Rafting & Ice Climbing)
- Must have excellent communication skills, being able to express complex concepts professionally in person, over the phone, and in written correspondence.
- Must have significant experience working in customer service and/or hospitality.
- Must have experience with administrative work and are comfortable with basic office tasks like sending emails, answering phone calls, using an online calendar, etc.
- Must enjoy working in a fast-paced environment, making critical calls, and being accountable for important decisions that affect your coworkers.
- Must be tech-savvy and equally comfortable with using a desktop computer, a tablet, and a smartphone to do your job. Familiarity with Google Suite products and/or FareHarbor, and Wherewolf are a plus but not required.

Core Values

Every one of our employees is an adventurer, guided by these 11 core values:

Professionalism, Proficiency, Accountability, Good judgment, Adaptability, Grit, Individuality, Humility, Approachability, Confidence, and Stoke

Job Description

Host

Guesthouse hosts welcome guests upon arrival to McCarthy Kennecott, providing transportation to the Guesthouse and checking them in. At check in, hosts point out all the intricacies of the Guesthouse units and answer questions the guests may have. While guests are in town, hosts provide helpful services and stay in contact, making sure the guests have what they need for a pleasant stay. This includes the occasional “code brown” - hosts are trained on unclogging a toilet. All other maintenance is handled by management. At check out, hosts provide transportation for guests before cleaning the units thoroughly and getting them ready for the next guest stay.

There are 2 units under the hosts management and the Guesthouse is within a 5 minute walk of host’s living quarters. A shed behind the Guesthouse holds cleaning supplies and extra bedding and decor. Part of the cleaning tasks are washing dirty bedding in the washing machines on the St. Elias Alpine Guide’s campus. Keeping up with the laundry and keeping the shed organized are the responsibilities of the Guesthouse hosts.

Hosts will also be tasked with some administrative work, managing reservations, communicating with guests before their arrival, collecting feedback after their departure, and writing guest reviews on Airbnb.

Some days are busy with multiple check-ins, checkouts, and cleaning, while others only require a few hours at the start or end of the day. At the start of the season, a few days are spent opening up the Guesthouse with a deep clean and at the end of the season, a few days are spent winterizing all systems.

Hosts can expect to work 2-4 Guesthouse shifts in an 8-day rotation.

SEAG Office

Hosts will also work part-time as logistics team members for St. Elias Alpine Guides. This time will be split between working in SEAG’s two client-facing offices. Each office has a specific function and its own set of daily tasks, but in both locations office staff will act as the face of the company, greeting guests and providing top-level customer service. Our offices often function as general “visitor information centers” so a high-level understanding of the area and other local businesses is required.

Administrative tasks in the office include but are not limited to answering phone calls and emails, providing information about the area and SEAG offerings, retail and activity sales, managing a cash drawer and taking payments, helping clients complete required paperwork, data entry, and some scheduling.

The office environment can be extremely fast-paced and is a very social atmosphere, so logistics team members must exercise good social awareness and communication skills to help clients efficiently. Our clients

come from all over the world and their needs are various - no day in the office is alike. Our company is known for its exceptional customer service because our staff is the most professional and empowered in the area.

While some scheduling of daily operations is handled by management, it is up to the logistics team to put those plans into action and ensure guides, vans, and clients are in the right place at the right times. Working in a dynamic environment, even the best-laid plans will occasionally require a full pivot or some type of alteration, and our logistics team's good judgment and critical thinking is required to save the day.

Our logistics team works closely with management and gets additional training on the ins and outs of the business, as well as the complex logistics of McCarthy/Kennecott and our local business partners. All office-related training is paid. After their office-specific training, new logistics team members will open up the Guesthouse and receive host-specific training.

Logistics team members will always work two Kennecott Office shifts in a row every week. The Kennecott Office is staffed by 1-2 logistics team members and the manager on duty every day. In our West Side office logistics team members work solo and these shifts occur 1-2 days per 8-day rotation. Additionally, a "cell phone" shift is assigned every night to a logistics team member to answer any post-closing phone calls.

Living + Community

Housing and logistics are provided by St. Elias Alpine Guides. Guesthouse Hosts live together with about 40 guides and SEAG employees on our rustic compound, centered around the historic Motherlode Powerhouse, in McCarthy, AK.

At SEAG we are proud to have nurtured a fun and fulfilling community and it is up to every individual to do their part to maintain it. We are also active members of the larger McCarthy/Kennecott community and are known for our professionalism, highly skilled staff, and willingness to participate and help when needed. Volunteer opportunities will be available but must fit in around your work schedule.

All employees must maintain our 11 core values both on and off the clock and be positive, proactive, and contributing members of our community. Employees living on the SEAG campus will be included in a chore rotation and it is critical to stay up to date with your scheduled chores. In addition, it is expected that employees maintain our communal spaces and practice LNT whether in the backcountry or front - kitchens, workout equipment, wifi, etc are all privileges that we all care for and get to enjoy together.

Occasionally, employees will be asked to help with a SEAG or larger community effort on a volunteer basis - this can happen when there's some sort of emergency in town or someone just needs a hand with a task or a quick ride. In addition, all first-year employees will be scheduled for a day of Campus Improvement where they will work on a construction or maintenance project to better our living area and will not get paid for this work. We encourage our employees to own a giving mentality, recognizing that we're all here because of someone else's grace - this becomes especially obvious when living in the bush in remote Alaska! Management is extremely aware of the generosity associated with these asks and does not take advantage of employees, spreading the work and the love equally.

Both the job and community can be highly social. Most employees experience an overwhelming amount of "nightlife" they find difficult to keep up with - between SEAG-sponsored events like training, education, meetings, potlucks, and spontaneous kitchen parties, and all the events in the greater community (open mic night, live music, yoga, softball, etc), something is going on almost every day of the week. It is up to every employee to exercise good judgment when choosing what activities to participate in, how late to stay up, and when and how to practice self-care.