



Jackson Trading Company - Customer Service Associate

HOST INFORMATION

Company Description:

Lov. Inc, Jackson Trading Company is a family owned and operated Souvenir and gift shop located on the town Square in Jackson Hole, Wyoming. Located just minutes away from Grand Teton National Park & Yellowstone National Park, we carry and sell a variety of souvenirs and gifts for everyone that visits. Our location is one the most visited in the area, seeing tens of thousands of people through the town daily. Employees who work here have a variety of responsibilities around our store, with the main one being customer service. All employees spend lots of time speaking with customers visiting from all over the country and the world, in addition to their other responsibilities.

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

Site of Activity: Jackson Trading Company

Parent Account Name: Jackson Trading Company

Host Address: 25 West Broadway Jackson , Wyoming , 83001

Nearest Major City: Idaho Falls , Idaho , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

participants will be in a customer service position, answering questions asked by customers, helping customers locate things throughout the store.

Cashiering on a POS system, handling cash and credit card transactions.

Stocking the sales floor from backstock located upstairs or downstairs.

Receiving freight: Moving boxes, counting, pricing and stocking different merchandise that arrives to our store.

Cleaning around the store including but not limited to Sweeping, dusting, cleaning shelves, windows, employee break room and bathrooms, etc.

Other general duties throughout the store.

Typical Schedule:

Hours of operation are from 8am-10pm (5) 8 hour shifts, two days off. A 30 minute non paid break is scheduled each day. Days off vary, shifts vary. Shifts include 8-430, 130-10, 10-630

Drug Test required: No

COMPENSATION

Hourly Wage: \$11

Eligible for Tips: No

Estimated weekly wages including tips: \$440

Bonus: Yes

\$1 for every hour worked during the season provided the participant works through their signed contract date and provides their work is satisfactory.

* All figures above are pre-tax

Estimated average number of hours per week: 40

Estimated minimum number of hours per week: 40

Estimated maximum number of hours per week: 48

Potential fluctuation in hours per week:

Employees are guaranteed a minimum of 40 hours per week. Some holidays, early and late season may see additional hours offered.

Average number of hours per week reached by last year's seasonal employees: 42

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

30% Discount on store merchandise that is at regular price.

JOB REQUIREMENTS

English Level required:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 25lbs/11kgs

Description:

Stocking requires some lifting of boxes, not over 25 pounds. Most freight arriving weighs under 50 pounds, hand trucks provided to move freight.

Standing for entire shift

Handling cleaning chemicals

Need to wear uniform: Yes

Uniform Policy:

Closed toed shoes are required. Pants or shorts in good condition are allowed. Jeans/khakis, etc allowed. No tears, logos, fading, or graphics allowed. participants will be provided with (3) shirts at no charge to them that must be worn while on their shifts.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Closed toed shoes are required. Pants or shorts in good condition are allowed. Jeans/khakis, etc allowed. No tears, logos, fading, or graphics allowed. participants will be provided with (3) shirts at no charge to them that must be worn while on their shifts.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Trips to Nearby/Major Attractions, Holiday Events, Company Parties, Visits to National Parks

Additional Details about Cultural Offerings:

Throughout the summer, employees will participate in various events within the store and the town. There are several events that take place during town square. The Elk festival, Memorial Day and Independence Day parades, farmers market, county fair, etc.

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:

There are (2) 5 bedroom apartments for employees. Each features a kitchen, laundry room, living area, and is furnished. Cookware and dishes are provided. There are two employees to every bedroom. Each room is furnished with a bunk bed, closet, and a desk or night stand. Electric, Water, Internet and trash services are included in the cost. Apartments are located at 175 North King Street, APT 1 and 2.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

WFfi is provided at employee housing. If illegal downloads are noticed, access may be revoked.

Phone Service: Yes

Description:

Participants may contact CIEE or others through the company phones located at our store. 25 West Broadway Jackson Wy 83001.

Kitchen facilities: Yes

Description:

Kitchen includes refrigerator, stove, oven, and various pots, pans, dishes, etc. To reduce fire hazard, deep frying is not allowed in company housing.

Laundry facilities: Yes

Description:

Washer and dryer located in each apartment.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 1 - 2

Rooming Arrangement Description:

Housing is not co-ed. Boy's rooms are separate from girl's. Requesting to be roomed with a friend is generally OK with enough notice given.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$87

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$150

Description:

Housing deposit is deducted \$30 per paycheck until \$150 is reached.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Participant must schedule last day inspection in advance. All belongings must be out of housing, and their bathroom and kitchen must be cleaned to receive housing deposit.

Details About Deposit Refund:

Deposit is returned in final paycheck for participant.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Housing is located 3 blocks from work site.

ARRIVAL INFORMATION

Arrival Instructions:

Most employees arriving to Jackson come in via bus system like the Salt Lake Express, or via Jackson Hole Airport. With appropriate advances notice, Jackson Trading Company is happy to pick up employees from either the bus stop or the airport and get them to the employee housing.

<https://saltlakeexpress.com>

<https://www.jacksonholeairport.com>

Additionally, ride and taxi services are available from the airport at a fee to the participant.

There is a local bus system called Start Bus, which is free through the town of Jackson. There is a bus stop across from our employee housing on North King Street, and there are bus stops to all major businesses such as grocery stores, clothing stores, general stores, etc.

<https://www.jacksonwy.gov/363/START-Bus>

Flight and arrival details are best sent in at least two weeks in advance in order to arrange proper transportation.

hr@jtcjh.com is the best way to contact those who can arrange transportation, or if there are other questions.

Suggested Arrival Airport:

Salt Lake City, SLC, Over 50 miles

Jackson Hole Airport, JAC, Less than 10 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

Lov Inc Apartments
175 North King Street
Jackson , Wyoming 83001
<http://www.jtcjh.com>
8008582114
\$100 to \$150

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:

10 days after arriving in the US, participants will be taken to the Social Security Administration office in Idaho Falls, Idaho.

Nearest SSA Office: Idaho Falls , Idaho , Over 50 miles

Other:

Wage Payment Schedule:

Payday is on the 5th and the 20th of every month, to be paid either by paper check or via direct deposit.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Clean and neat appearance, no visible tattoos, no facial piercings, no extreme hairstyles or colors. Must bathe regularly and use deodorant.

Second Job Availability: Yes, likely

Applicable Company Policies:

Cell Phones are not allowed on the sales floor. All cell phone use must be done within the company break room.

While working, all employees must speak English when on the sales floor.

Schedules are made two weeks in advance. Schedule requests must be made prior to the schedule being released. As a full time seasonal employee of Jackson Trading Company, JTC's schedule MUST be a PRIORITY over any other job while working and living in employee housing. Second jobs are your second priority.

COMMUNITY AMENITIES

Walking Distance from Worksite:

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

Walking Distance from Housing:

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

In Town, Requires Transportation:

Food Market