

## Xanterra - Grand Canyon South Rim

Retail Associate  
Grand Canyon, AZ



### Company Biography

We at Xanterra South Rim, L.L.C. are your direct in-park source on the South Rim for National Park reservations at Grand Canyon. We are the primary in-park concessioners for Grand Canyon, and proud stewards of the park and this truly extraordinary American experience. 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 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.

### Work and Pay Details

Position title: Retail Associate

Hourly wage: \$8.20

Tips? No

**Description of position:**

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.

## Work and Pay Details

Specific qualifications required:	<p><b>Desired Qualifications:</b></p> <p>Must have a high attention to detail, math/counting skills, and accurate money/cash handling skills.</p> <p>Must have strong communication skills, a friendly, positive attitude and be dedicated to customer service.</p> <p>Must be attentive to guests and highly knowledgeable about all property merchandise in order to educate guests and up-sell and cross-sell merchandise.</p> <p>Must be able to work individually or on a team and at a quick pace.</p> <p>Must have the ability to read, write, and understand instructions given in the English language.</p> <p>Must have the ability to understand and respond to verbal instructions given in the English language.</p> <p>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.</p> <p>EXCELLENT English</p> <p>Previous cashiering experience.</p> <p>Public contact skills with the willingness to courteously interact with a broad cross-section of customers</p>		
Estimated weekly wage (incl. tips):	\$240.00	Bonus:	None
Conditions of bonus:			
Average hours for last year's students?	30 Hours	Maximum weekly hours allowed:	40 Hours
Minimum average number of hours?	30 Hours	Possibility of getting more than average hours:	Slight
Students get the most hours in:	September	Students get the least hours in:	July
How often are students paid?	Every Two Weeks		
Do you pay overtime?	Yes	If yes, after how many hours per week do you pay overtime?	40 Hours
Does your company only operate weekends before or after specific dates?	No		
If yes, what are the dates?			
Most employees will work continuously in an indoor environment with exposure to conditioned air.			
Must be available nights, weekends and holidays			
Position location:	The South Rim is at an altitude of 2400 meters, and most new employees go through a brief period while their body adjusts. Headaches and shortness of breath may occur for some, and it is best to stay well hydrated.		

## Other Job Details

Minimum english level:	(6) Advanced		
Description of working conditions:	<p>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.</p> <p>Most employees will work continuously in an indoor environment with exposure to conditioned air.</p> <p>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.</p> <p>Retail Sales workers will be required to stand for long periods of time.</p>		
Will job duties be different at the beginning of the season?	No		
If yes, provide details of specific job duties:			

## Uniform and Grooming Requirements

Are students required to wear a uniform?	Yes	If yes, what is the cost of the uniform?	Not specified
Are uniform laundry services available?	Yes	If yes, what is the cost of the laundry service?	\$0.00
Do students need to purchase specific clothing or footwear?	Yes		

## Uniform and Grooming Requirements

Details of purchasing required clothing or footwear:

There is no charge for your uniform, if it is returned at the end of the season. Your uniform must be kept in clean, ironed and neat conditions.

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 Xanterra Parks & Resorts Appearance Standards Policy that is given to all students hired.

No spandex, sweat pants, jeans, track suits or short skirts/shorts allowed.

Do you have company grooming requirements? Yes

Details of company 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.

## Other Company Details

Company hires couples? Yes

Company hires groups of up to 4? Yes

Drug test required? Yes

Do students complete an additional application upon arrival? Yes

Does your company issue completion certificates? Yes

If requested, will you evaluate the student's performance? No

Any additional company details?

We offer a pay by consumption meal plan. Students can usually eat for under \$12 a day. 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. You MUST apply for your Social Security Card (SSC) BEFORE coming to the Grand Canyon. We cannot check you into housing and you may not start working without having applied for the SSC. We recommend you visit the Flagstaff Social Security Office the day you arrive, and THEN come to the Grand Canyon. 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.

## Training Information

Is job training required? Yes

Length of training: 1 week

Are students paid during training? Yes

Hourly pay rate during training: \$8.20

How many hours per week are students likely to receive during training period? 30

Any other details?

Meal plan: Pay by consumption at Employee Cafeteria. 50% discount at Public Cafeteria.

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.

The position is issued a uniform, which shall be worn while on duty. The employee will provide his/her own footwear appropriate to the position.

## Worksite Location

Worksite location: The South Rim is at an altitude of 2400 meters, and most new employees go through a brief period while their body adjusts. Headaches and shortness of breath may occur for some, and it is best to stay well hydrated.

Nearest major city: Flagstaff, AZ

Worksite setting: Remote/Rural

Nearest major airport: Phoenix Sky Harbor or Flagstaff, AZ

Distance to nearest major airport: 80 Miles // 1 1/2 hours

## Worksite Location

**Additional worksite setting details:** Students will have the opportunity to explore one of the United States' most famous landmarks. This is a remote area, best suited for nature-lovers. It is remote. You **MUST** apply for your Social Security Card (SSC) **BEFORE** coming to the Grand Canyon.

## Standard Arrival Information

Are students required to arrive or depart on specific dates? Yes

Details of required arrival or departure dates:

Students should arrive Mon-Wed 8am-5pm for orientation that begins on Thursday. **NO WEEKEND ARRIVALS.** Thursday **MUST** be the first day of work - it is a paid orientation. You cannot start work until you attend the orientation.

Mode of transportation: Public Transportation

Students must arrive between these hours: Monday - Friday, 8AM - 5PM

Cost: \$75.00

Other details:

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. Arizona Shuttle or Greyhound bus is available from Phoenix airport to Flagstaff.

From Flagstaff Students need to take a bus to get to the Grand Canyon. Arizona Shuttle ([www.arizonashuttle.com](http://www.arizonashuttle.com)).

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.

**ARRIVE ON MONDAY - WEDNESDAYS only!** 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  
Arrivals are not possible THURS - SUN!

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

## After Hours Arrival Information

**General Information:** Students should only arrive into the Grand Canyon on a Mon, Tues, or Weds between 8am-5pm. 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>

Name of accommodation: Grand Canyon International Hostel

Accommodation address: 19 1/2 South San Francisco Street, Flagstaff AZ

Cost per night: Not Specified

Best way to travel from airport to overnight accommodation: [azshuttle.com](http://azshuttle.com) or [greyhound.com](http://greyhound.com)

## Social Security

Are students required to apply for a social security card prior to arriving at worksite? Yes

Will the company assist students with their social security application? No

**Assistance detail:** Must apply prior to arrival. 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!

Where is the nearest social security office? 2715 S. Woodlands Village Blvd, Flagstaff AZ

Distance: 85 miles

How will students be paid until their social security card arrives?

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

## Housing Details

Is housing provided? Yes

If not, will you assist students in finding housing? N/A

Are there affordable housing options in the area? N/A

Housing options in the area: N/A

Local housing resources: N/A

Housing address: Determined upon arrival Grand Canyon AZ 86023

Housing Details	
Is the student required to sign a separate housing contract?	Yes
Type of housing provided: Dormitory	Number of students to a room: 2-4
Housing details: 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	
Do you offer co-ed housing?	No
Cost of housing - per week: \$18.00 (approximately)	Includes utilities? Yes
Are housing costs deducted from paycheck?	Yes
Is a housing deposit required?	No
Amount of housing deposit:	\$0.00
Instructions for payment of housing deposit:	
Housing deposit due date:	Is deposit refundable? No
Conditions of deposit refund: You are expected to leave the housing you live in, in clean and good condition. If there is extensive damage, broken items, or dirty conditions, you will be charged. Your manager can speak to you more about this.	
How will deposit be refunded?	
Are students required to live in provided housing upon arrival?	Yes
During their work stay, can students find alternate housing?	Yes
If yes, is there a penalty?	No

Transportation to/from Worksite	
Method of transportation to worksite:	Walking distance or free shuttle.
Distance to worksite: usually under a mile	Is worksite within walking distance of housing? Yes
Cost of public transportation to worksite:	Not specified
Details of public transportation to worksite: Free shuttle service within the park as well as limited employee only shuttle.	
Cost of transportation to worksite provided by employer:	Not specified
Details of transportation to worksite arranged by employer:	
Cost of arranging own transportation to worksite:	Not specified
Details of arranging own transportation to worksite:	

Housing Amenities			
Available public transportation:	Interstate Bus, Train		
Access to public transportation?	Requires additional transportation		
On Site Housing Amenities			
Laundry:	Yes	Linens:	Yes
Refrigerator:	No	Private bath:	No
TV:	Yes	Microwave:	Yes
Computer/Internet Access:	Yes	Air conditioning:	No
Individual Beds:	Yes	Telephone:	No
		Security guard:	No
		Utensils:	No
		Gym:	Yes
Nearby Amenities			
Supermarket:	Walking Distance	Restaurants:	Walking Distance
Shopping mall:	Requires Transportation	Fitness center:	Walking Distance
Post office:	Walking Distance	Laundry:	Walking Distance
Bank:	Walking Distance	Internet cafe:	Walking Distance
Movie theater:	Requires Transportation	Library:	Walking Distance
Additional amenities:	Recreation Center has internet access, big screen TV, microwave, fitness center and classes, computer lab, video rentals, and snack bar. Pillows are \$5. Linens are provided.		

Meal Information	
Are meals included in rent cost?	No
If not, meal plan cost per day:	\$0.00
Meals covered:	Not Specified
Is the purchase of a meal plan mandatory?	No

## Cultural Opportunities

### Types of cultural opportunities provided

Organized Holiday Event(s):	No	Organized Trip(s) to Major Attraction(s):	Yes
Organized Potluck(s) or Dinner(s):	Yes	Organized Trip(s) to Major City:	Yes
Organized Karaoke Night(s):	Yes	Information about Events:	Yes
Organized Movie Night(s):	Yes	Information about Local Resources:	Yes
Organized Sporting Event(s):	Yes	Information about Attractions/Sites:	Yes
Organized Staff Exchange Event(s) - Other:	Yes	Information about Local Community:	Yes
Organized Trip(s) to Nearby Attraction(s):	Yes	Other:	No

If Other, please describe: N/A

**Additional details about cultural offerings:** Grand Canyon South Rim has a Community Recreation Center that all employees can access. From the Recreation Center, students can participate in activities including: Horseshoe Tournaments, Karaoke, Movie Nights, Kickball, Ice Cream Socials, Employee Olympics, Video Game Nights, Open Mic Night and more. Employees can also sign up for bus trips. Bus trips in past years have included: Flagstaff hiking day trips, Flagstaff shopping trips, Tusayan bowling nights, Flagstaff Extreme Adventure Course, Colorado River Float, Cameron/Desert View Sunset Trip, camping trips, and trips to Las Vegas.