

## **HOWE CAVERNS SEASONAL JOB DESCRIPTIONS**

### **MUST BE 16 OR OLDER**

Tour Guide  
Photographer  
Parking Lot/Greeter  
Retail Clerk  
Motel Housekeeper

### **MUST BE 18 OR OLDER**

Gem/Geode Attendant  
Custodian/Male& Female  
Café Front Counter  
Dishwasher  
Motel/front Desk Clerk  
Ticket Office Clerk  
Sky Trail/Zip Line Operator  
Air Jumper  
Rock Climbing Wall  
H<sup>2</sup>OGO Operator

**The primary duty of all Howe Caverns employees is excellent guest service, no matter which department they work in. To this end, all positions may be assigned other duties on the property by a Department Manager to ensure our guests have a positive experience when they visit.**

### **TICKET OFFICE, TOURS & MAIN LODGE SERVICES:**

**TICKET OFFICE CLERK:** Sell tickets, make change, give out information and directions to other attractions, load and send tours, coordinate safety messages on property, and answer phones. Central location in Howe Caverns Visitor Center. Computer skills, ability to count money, multi-tasking and good communication skills are a must.

**TOUR GUIDE:** Must be able to dynamically deliver a ninety minute tour of the caverns, including geological and historical highlights, and the boat ride. Must have the ability to talk conversationally with guests and work well with others. Knowledge of the area, area attractions, and interest in people are assets.

**PHOTOGRAPHER:** Take, print and sell digital photos of tour groups. Basic photography, computer and cash register knowledge required. Ability to interact with guests, promote sales of photos as well as other cavern venues.

**CUSTODIAN/MATRON:** Responsible for keeping the Main Lodge and surrounding areas neat and clean for guest comfort. Candidate should be organized and efficient and take pride in job performance.

**PARKING LOT - GREETER:** Responsibilities include traffic control of all vehicles and pedestrians, effectively parking cars to make the most out of the least amount of space, acting as crossing guard, keeping the grounds neat and free from garbage, and providing guests with necessary information and directions. Attendants must be well versed in all facets of the Howe Caverns operation, as well as nearby attractions. Safety is always a priority. Because the lot attendant is the first and last person our guests will see, he/she plays an important role in making a positive impression on all of our guests.

### **FOOD SERVICE:**

**CAFÉ FRONT COUNTER:** Must be a people person. Speed and efficiency are necessities. Must have knowledge of foods and the ability to work neatly and well with others as a team. Required to share in restocking and clean-up duties of the café.

**DISHWASHER:** Involves washing all dishes and cutlery (utilizing a commercial dishwasher).

Floor cleaning and occasional bussing of tables. A good entry to the food service department for those with minimal experience.

### **MOTEL SERVICES:**

**HOUSEKEEPER:** Work as part of a team to clean and freshen up motel rooms, do the laundry, and keep that section of our property looking good. Candidate should be comfortable dealing with the public and efficient in handling instructions.

**MOTEL FRONT DESK CLERK:** The most visible place in the motel. Guests check in and out, pay bills, exchange messages and form overall impressions. Must be attentive to details and good with people. Answer phones, book reservations, give directions and general information, help housekeepers with laundry. Good computer skills are important.

### **RETAIL DEPARTMENTS:**

**RETAIL CLERK:** Operate computerized sales system for gifts, souvenirs, fudge, clothing, and gemstone mining. Ability to tend to guest needs and questions. Proficiency in making change. Would also be responsible for restocking shelves with merchandise and keeping shelves and merchandise dust free.

**GEM/GEODE ATTENDANT:** Operate computerized sales system for gifts, souvenirs, and gemstone mining. Ability to tend to guest needs and questions. Proficiency in making change. Assist guests with gemstone mining and cleaning the gem mining sluice. Operation of geode cutting saw and geode cracker.

### **SKY TRAIL/ZIP LINE OPERATOR**

This position involves climbing to new heights in an unusual manner. An Operator is trained by a certified trainer to maintain **safety** by ensuring the proper use of the course and **safety equipment**. There are three areas that operators will be required to successfully pass by means of written **and practical testing**. These areas include: ***harnessing, loading and unloading, and "operator on course"***. The Operator must attend 100% of the training sessions offered by Howe Caverns.

### **AIR JUMPER**

The Air Jumper uses a patented Fiber Flex™ pole technology and inflatable pad allowing participants to spring up to 18 feet in the air. This is accomplished through a hydraulic ram that is controlled by a remote control. Our system is a four-station unit. The employee must be able to control all four at the same time. A person with "gaming skills" would be helpful. Harnessing participants is a must. A person with great communication skills and who is very safety conscious is required.

### **ROCK CLIMBING WALL**

Our 26-foot climbing wall includes 8 distinct climbing routes. The hydraulic belay system keeps participants safe at all times and lets them descend slowly. Harnessing participants is a must. A person with great communication skills and who is very safety conscious is required.

### **H<sup>2</sup>OGO OPERATOR**

H<sup>2</sup>OGO is a 12-foot inflatable ball filled with water and a participant. The ball is then rolled down the hill for a fun and wet ride. The position requires a person with great communication skills and who is very safety conscious.



Are you either a U.S. citizen or alien who has the legal right to work and remain in the U.S.? (Proof of Citizenship or immigration status will be required upon employment.) Yes No

Have you ever been convicted of a crime? (Conviction will not necessarily disqualify an applicant from employment.) If yes, please describe fully the criminal conviction(s), listing the nature or the offense, when, where and the outcome. Yes No

Are you physically able to perform the duties of the job for which you are applying, with or without reasonable accommodation? Yes No

Are you willing to accept our grooming standards and dress code? Yes No

Are you willing to work **all** days, evenings, weekends and holidays as may be required beginning the Memorial Day Weekend up to and including Labor Day Weekend? Yes No

Have you ever filed an application with us before? Yes No

**If “yes”** give the date \_\_\_\_\_ and position applied for \_\_\_\_\_

Have you ever been employed with us before? Yes No

**If “yes”** give the date \_\_\_\_\_ and position worked \_\_\_\_\_

Are you currently employed? Yes No

**If “yes”** may we contact your present employer? Yes No

Are you available to work: FULL TIME Yes No  
PART TIME Yes No

When would you be able to start? \_\_\_\_\_

If part-time, what hours are you available? \_\_\_\_\_

Please indicate any foreign languages you can speak, read and/or write:

Fluent                      Conversational                      Some Ability  
Speak \_\_\_\_\_  
Read \_\_\_\_\_  
Write \_\_\_\_\_

School Name & Location

Grade Completed

Diploma/Degree

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If in High School, name of guidance counselor. \_\_\_\_\_

If in (or going to) college, give date of return from school. \_\_\_\_\_

**REFERENCES**

**Give name, address and telephone number** of three personal references who are **not related to you** and are **not previous employers.**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

If in high school, guidance counselor will be considered as an additional reference.

**EMPLOYMENT EXPERIENCE**

Start with your present or most recent job.

Employer Name

Dates of Employment

\_\_\_\_\_

To: \_\_\_\_\_

Employer's Address

From: \_\_\_\_\_

\_\_\_\_\_

Your Job Title

Employer's Phone No.

\_\_\_\_\_

\_\_\_\_\_

Work Performed

Your Supervisor's Name

\_\_\_\_\_

\_\_\_\_\_

Reason for Leaving:

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Employer Name

\_\_\_\_\_

Employer's Address

\_\_\_\_\_

Employer's Phone No.

\_\_\_\_\_

Your Supervisor's Name

\_\_\_\_\_

Reason for Leaving:

\_\_\_\_\_

\_\_\_\_\_

Dates of Employment

To: \_\_\_\_\_

From: \_\_\_\_\_

Your Job Title

\_\_\_\_\_

Work Performed

\_\_\_\_\_

\_\_\_\_\_

**SKILLS AND QUALIFICATIONS**

Summarize unique job-related skills and qualifications acquired from employment or other experiences. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**APPLICANT'S STATEMENT**

I certify that answers given herein are true and complete to the best of my knowledge.

I authorize investigation of all statements contained in this application for employment as may be necessary in arriving at an employment decision. I give the company permission to contact any or all of my previous employers and references, and I authorize them to provide all information requested by Howe Caverns Adventure Park.

I understand and acknowledge that, unless otherwise defined by applicable law, any employment relationship with this organization is of an "at will" nature, which means the employee may resign at any time and the employer may discharge the employee at any time with or without cause. It is further understood that this "at will" employment relationship may not be changed by any written document or by conduct, unless such change is specifically acknowledged in writing by an authorized executive of this organization.

I understand that false or misleading information given in my application or interview(s) may result in my application being rejected.

In the event of employment, I understand that false or misleading information given in my application or interview(s) may result in discharge. I understand, also, that I am required to abide by all rules and regulations of the employer, which I understand are subject to change by the company.

Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_\_