

## **Jacob Lake Inn - Job Descriptions**

**All employees earn a minimum of \$2755.20 monthly salary (gross pay or before taxes).  
Required taxes, social security, etc. will be deducted from your gross wages.**

**WAITRI - Tips only. Equal or greater to \$14.35 per hour.** The duties of the waitri include greeting, seating and bringing menus to customers in our dining room and at the lunch counter. Waitri take orders, turn them into the kitchen, pick up the food, and serve it. Waitri then clear tables, clean them, and set them for the next party. The waitri has a host who will be paid by the other waitri for this service. Waitri also do side work such as filling salt and pepper shakers, napkin dispensers, syrup pitchers, stocking storage areas, disinfecting work and customer areas, etc. They also clean their department at night, including sweeping, mopping, disinfecting, vacuuming, etc. Waitri need to be organized, confident, excellent communicators, and great at multitasking.

**GIFT SHOP - Sales commission. Equal or greater to \$14.35 per hour.** Gift Shop workers must be able to comfortably and confidently approach the public in order to sell merchandise. Our specialty is educating our visitors about Southwest Native American arts and crafts. This requires extensive study and learning about Navajo and Pueblo weavings, silversmithing, pottery, basketry, sand paintings, folk art, and Katsina dolls. We also sell gift items, tee shirts, hats, sweatshirts, games, books, toys, etc. Gift Shop employees are required to unpack, price, stock, and display merchandise and to keep displays in order. They must vacuum, dust, sanitize, and keep the department clean and appealing to the public. Customer service skills, self-motivation, and professionalism are expected in this position.

**HOUSEKEEPING - \$14.35 hourly wage.** Housekeeping staff are responsible for providing a safe and clean experience for our guests. Their responsibilities include clearing used sheets, towels, bedding, garbage, and toiletries. They clean, scrub, and sanitize hotel rooms, cabins, and motel rooms. They vacuum, make beds, scrub bathrooms, sweep porches, straighten furniture, and make each room a pleasant and clean place for our guests to stay. They also tidy the outdoor spaces around the cabins and rooms, clean the bathrooms in the lodge, and sort, wash, dry, and fold laundry. Housekeepers must pay attention to detail, follow guidelines, and be sure all these tasks are done in a timely manner before customer check in time.

**OFFICE - \$14.35 hourly wage.** Office workers at Jacob Lake Inn need to be able to work with the public in a friendly, competent way in order to reserve and rent rooms, greet and register guests, answer the phone, and give information about travel. They perform basic accounting duties and use the computer for reservations. Along with a professional, cheerful attitude, office workers need to be able to do their job accurately and to pay attention to detail to avoid making mistakes that will cause our guests problems. They cut checks to delivery drivers and receive shipments. They are responsible to keep their department clean and sanitized and to assist in deep cleaning the lobby. Customer service skills and professionalism are expected in this position.

**BAKERY - \$14.35 hourly wage + performance bonus.** Bakery workers are taught four different positions to make dough and batters for and to bake cookies, pies, muffins, rolls, sweet rolls, buns, and bread. They make frostings, fillings, glazes and are taught to assemble baked products and sandwiches. They learn to operate, clean, and maintain equipment, and will be taught the sanitation, safety and organizational skills necessary to work effectively. The bakery is fast-paced and high yield. Employees need to work efficiently, pay attention to details, and be able to produce the quality baked goods we are known for. Performance bonuses will be given based on proficiency. Baking experience preferred.

**KITCHEN - \$14.35 hourly wage + performance bonus.** Kitchen employees can be trained in 4 different positions on early and late shifts: dishwasher, prep cook, assistant, and grill cook. You are assigned a trainer on your first day on each position, and will be given three days training at each position, or until you are competent in performing the needed tasks. You will learn skills such as slicing meats and vegetables, making salads and salad dressings, sauces, batters, soup, marinating and cooking meat, and how to use and maintain kitchen equipment. You will be taught the sanitation, safety and organizational skills necessary to work effectively and to help you produce the good food we are known for. The kitchen includes cleanup at closing each night: cleaning the grill and fryer, scrubbing down the floor and floor mats, and other disinfecting and deep cleaning jobs necessary to operate a sanitary kitchen. Cooking experience is preferred, but not required.

**STORE - \$12 hourly wage + tips. Equal or greater to \$14.35 per hour.** The store personnel at Jacob Lake Inn are engaged in customer service first and foremost. A friendly, helpful attitude and the ability to deal with busy situations are necessary in this department. Our main business in the store is the sale of our world famous cookies, baked goods, and milkshakes. Store employees are responsible for making ice cream items, selling cookies, and a variety of merchandise including groceries, snacks, soda, ice and other miscellaneous items. Store personnel are expected to help unload, mark and display merchandise, and to stock shelves as necessary. They keep their department clean by disinfecting, sweeping and mopping, cleaning the ice cream machine, and other equipment. They also sweep the front of the lodge, water the flowers, and complete routine checks of the rest room for cleanliness and supplies.

**PRN - Hourly wage/tips/commission for the position worked each day.** PRNs fill in for days off in the departments. Generally, PRNs are trained in 2-3 departments, but may be used anywhere. If you work in the kitchen, store, and gift shop - you will be paid for each individual day worked in those departments. You need to learn quickly and be versatile, as you can potentially be scheduled in any job at Jacob Lake Inn.

**SERVICE STATION/ PRN - Sales commission + tips. Equal or greater to \$14.35 per hour.** The most important aspect of working in the station is customer service and willingness to assist in giving useful area information to customers to make their visit more enjoyable. Service station attendants help the public pump gasoline, clean windshields, and ring up ice, oil, and other automotive purchases. They are responsible to clean and sanitize the register room, sweep the island areas, pick up trash in the station vicinity, empty the garbage cans at the front of the lodge, and routinely check the rest rooms for supplies and cleanliness. Service Station attendants are hired as PRNs, and will rotate into this position as needed. This position is one of the locations a PRN may work, but it is not considered an exclusive full-season position.

**CHILD CAREGIVER - \$14.35 hourly wage.** Child care workers are responsible to supervise the safety and activities for the children of business owners. We are looking for those who can be creative and fun, who can provide interesting projects and play, and help develop good behavior and reinforce the values we are trying to instill in our children. **This position is only available for our summer season.**

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**Contact Melinda Rich Marshall for more information - [melinda.s.rich@gmail.com](mailto:melinda.s.rich@gmail.com)**

