



ST. ELIAS ALPINE GUIDES

Office Team Member + Glacier Hiking Guide + Historical Tour Guide

Anyone passionate about customer service and administrative work, but also wanting to dabble in guiding and outdoor work. Some office staff go on to become full-time guides in future seasons, while others continue to grow and develop their highly transferable office skills, gaining more responsibilities while still continuing to progress as guides part-time.

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 & IC)
- 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.

Job Description

Office

Office team members will split their time between day guiding and working in one of SEAG's 2 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 basic 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 office team members must exercise good social awareness and communication skills to help clients efficiently.

While high-level scheduling of daily operations and logistics is handled by management, it is up to the office staff to put those plans in action and make sure 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 the good judgment and critical thinking of our office team is required to save the day.

Office shifts start early in the morning and last all day and staff must be responsible for scheduling their own breaks at an appropriate time.

Guiding

First-year Office Team Members can expect to guide 1-2 days a week on average, with less guiding at the start of the season and more guiding toward the end of the season.

Guides receive their schedules the night before their day of guiding and it is up to them to make sure their equipment is packed and ready and they understand the day's logistics. Activities begin at different times in the day and most of the time guides provide van rides for the company's clients.

Whatever you are guiding, we expect you to provide a truly extraordinary experience to our clients, customizing each activity to your group. You will share a variety of historical, ecological, and geological facts and educate your clients on the particulars of the activity you are guiding. It is up to you to maintain a high level of understanding of each of these topics and how they pertain to the local area and your activity. You will coach, model, and instruct your group on safety recommendations and LNT practices.

Guides must always act in a professional manner, maintain a well-groomed appearance, and adhere to SEAG's uniform standards.

After each activity, guides will inspect any equipment used, clean it, and put it away appropriately.

Glacier guiding is inherently physically demanding and it is up to each individual to maintain good fitness to be able to perform their job duties.

Tours vary from 2-8 hours in length so each day's shift will be a little different, some days feeling more like a half day, and some filling up the entire day. Check out our Day Trips for more information about each particular tour.

Living + Community

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. All employees will have the chance to participate in the local EMS program or join the NPS-led SAR team, though participation in these organizations will come second to their SEAG schedules. Other volunteer opportunities may be available but will need to 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 the SEAG 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, and potlucks and all the events in the greater community (open mic night, live music, yoga, softball, etc), there's something 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.

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