

WonderWorks Myrtle Beach - Indoor Ropes Course Attendant

HOST INFORMATION

Company Description:

Located in beautiful Myrtle Beach, South Carolina, WonderWorks is an amusement park for the mind with 50,000 sf of "edu-tainment". Our building is very unique - it is UPSIDE DOWN! We have over 100 interactive exhibits and rides, a Zipline that crosses Lake Broadway, and two ropes courses (one indoors and one outdoors).

Our main goal is to offer guests a fun and educational experience. WonderWorks strives to be the top interactive attraction in the Myrtle Beach area. A big part of achieving that goal is recruiting staff that loves to meet people and have fun with them. Our staff enjoys talking with guests from all over the United States and the world and appreciates the opportunity to create a truly memorable experience for every one of them. All positions require a professional appearance, pleasant demeanor and regular attendance. Most positions require standing for long periods of time and exposure to music and bright lights.

Generally you will receive your work schedule each Tuesday for the upcoming week. This will allow you to share with other employers should you wish to get a 2nd job while you are here. They must be willing to work around your schedule at WonderWorks. Due to the number of people employed by WonderWorks the schedule will vary each week to include any shift during our hours of operation.

Check us out on www.wonderworksonline.com, YouTube, and Facebook to learn more about us and what we do.

Host Website: <https://www.wonderworksonline.com/myrtle-beach/>

Site of Activity: WonderWorks Myrtle Beach

Parent Account Name: WonderWorks

Host Address: 1313 Celebrity Circle Myrtle Beach , South Carolina , 29577

Nearest Major City: Myrtle Beach , South Carolina , Less than 10 miles away

PLACEMENT INFORMATION

Job Description:

Assist guests by harnessing them properly for their time on the ropes course. Explain how the ropes course operates ensuring that the guests understand what to expect and understands all safety rules and precautions. Help the guests out of their harness at the end of their time on the ropes course. There is a supervisor on-site at all times.

No fear of heights and must be physically fit. Must be willing to enforce safety rules and intervene if guests are being unsafe.

It is our goal to ensure that our guests have a positive experience at WonderWorks. All WonderWorks Team Members (TMs) must be friendly, helpful, outgoing, and comfortable initiating conversations with our guests. Very important to SMILE!!

ALL Team Members (TMs) must:

- Have a high attention to detail.
- Have strong communication skills, a friendly, positive attitude and be dedicated to guest services.
- Be attentive to guests and highly knowledgeable about the property in order to assist them.
- Have basic computer skills.
- Be able to work individually or on a team and at a quick pace.
- Be flexible and able to work where they are needed.
- Be able to read, write, and understand instructions given in the English language.
- Be able to understand and respond to verbal instructions given in the English language.
- Display courtesy, respect, tact, and discretion in all interactions with other employees, management, owners, guests and members of the local community.
- Must be reliable, punctual, and professional.
- Keep Supervisors/Managers aware of any issues that may need addressing.

Typical Schedule:

Schedules are not set and vary each week so open availability to work opening or closing shifts (Monday-Sunday) is important. Schedules are typically provided each Tuesday for the upcoming week.

Seasonal changes to job duties or available hours: Yes

Although summer is our busiest season, hours may vary based on business volume - especially after Labor Day.

Drug Test required: No

COMPENSATION

Hourly Wage: \$14

Eligible for Tips: No

Estimated weekly wages including tips: \$490

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 35

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 55

Potential fluctuation in hours per week:

Although summer is our busiest season, from time to time, hours may be adjusted according to business volumes.

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

Overtime Policy:

No, exempt from paying overtime by law

Job-Specific Benefits:

Team members receive 50% off meals in the Cafe and 25% off in the retail shop.

JOB REQUIREMENTS

English Level required:



Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Will be assisting with ropes course and may need to assist guests on the course from time to time. Must be physically fit.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

Job Training required: Yes

Length of job training:

6-12 hours

Hours per week during training period: 25

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Training is provided for all positions.

Need to wear uniform: Yes

Uniform Policy:

Team members will be issued 2 polo shirts (color varies depending on department) or t-shirts (Cafe) and a name tag at no cost. Team members must supply khaki shorts, pants or capris, a black or brown belt and sneakers or tennis shoes. Team members may purchase additional shirts, a fleece jacket, a hooded sweatshirt and hat (department specific). There is a cost for these items but payroll deductions may be taken over 2 weeks.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Team members will be issued 2 polo shirts (color varies depending on department) or t-shirts (Cafe) and a name tag at no cost. Team members must supply khaki shorts, pants or capris, a black or brown belt and sneakers or tennis shoes. Team members may purchase additional shirts, a fleece jacket, a hooded sweatshirt and hat (department specific). There is a cost for these items but payroll deductions may be taken over 2 weeks.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Company Parties, Holiday Events, Potlucks or Dinners, Movie or Game Nights

Additional Details about Cultural Offerings:

We host a number of company events over the course of the summer: monthly team member appreciation lunches, Fourth of July celebration, and other surprises along the way. Will provide information for local communities that take students on excursions and local activities.

Local Cultural Offering:

There are so many WONDERful things to do in the Myrtle Beach area - ask for suggestions!

Finding Myrtle Beach J1 groups. You can connect with other Work & Travel students in the area & find out about different cultural events.

We encourage you to join the All Nations Cafe!

HOUSING AND TRANSPORTATION

Housing Provided: Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. Required to stay.

Employer-owned or employer-arranged housing description:

Hall Amenities A gathering space and common area with couches and TVs A fully functional kitchen You must provide your own cooking utensils-pots, pans, silverware, dish soap, towels, etc. Standard rooms have 4 beds per unit Separated restroom and shower areas in each unit Refrigerator in each unit Microwave in each unit Desk with chairs in each unit own locker closet Secured building with staff on site 24 hours a day

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Wifi is included in weekly rent

Phone Service: Yes

Description:

Reliable cell phone service is available

Kitchen facilities: Yes

Description:

A fully functional community kitchen. You must provide your own cooking utensils-pots, pans, silverware, dish soap, towels, etc.

Laundry facilities: Yes

Description:

On site laundry included

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 4

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 4

Rooming Arrangement Description:

Buildings are not co-ed. If traveling in a group, there is no guarantee that you will be able to room together during your time on the program however, IRH will do their best to accommodate your request.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$165

Housing Cost Deducted from Paychecks: No

Description:

\$50 – One-time laundry fee (unlimited use) \$100 – Administrative Fee \$165 – Weekly Rent Total Due upon arrival \$315 Weekly Rent is payable through the IRH resident portal or in person at office.

Utilities Costs: No

Housing Deposit: Yes

Cost: \$300

Description:

A security deposit of \$300 is required and will be deducted from the participant's paycheck in increments over the first 4 weeks (4 paychecks) and/or until the deposit is met.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Deposit is refundable at the end of the season, if the participant meets all the terms and conditions of employment. Including staying employed with WonderWorks Attraction until their stated DS end date without multiple infractions or disciplinary actions accumulated throughout employment.

Details About Deposit Refund:

Housing deposit will be refunded based on your agreed upon departure date.

Transportation to Worksite:

Walking Commute Time

Estimated commute time:

Description: 1 miles will be the furthest distance from the provided housing

Biking

Estimated commute time:

Bicycles are provided free of charge: No

Bicycles are not provided: Yes

Bicycles are available to rent: No

Estimated cost: \$

Description: There are sidewalks located on all streets in the area. 2 miles will be the furthest distance from the provided housing

Local Bus, Subway or Train

Estimated commute time:

Estimated cost: \$3.5

Total: No Per Day: Yes

Description: All times/schedules found directly on public transportation websites. (Coast RTA) <https://coastrta.com/>

ARRIVAL INFORMATION

Arrival Instructions:

We recommend that students fly into **Myrtle Beach Airport (MYR)** and take a taxi or Uber to the pre-arranged housing you have secured upon hiring.

Students MUST email their flight and arrival information to the employer, Cari Davis at hr@wonderworksmb.com, as well as their housing landlord at least 2 WEEKS prior to arrival to the United States.

Suggested Arrival Airport:

Myrtle Beach, MYR,

Estimated cost of transportation to worksite from suggested airports:

If arriving after regular hours:

Suggested After-Hours Accommodation:

Motel 6
730 Frontage Road East
Myrtle Beach , 29577
https://www.motel6.com/en/home/motels.sc.myrtlebeach.3267.html?lid=Local_Milestone_3267&travelAgentNumber=TA001305&corporatePlusNumber=CP792N5W&utm_source=google%20my%20business&utm_medium=listing&utm_campaign=visit%20website
(843) 448-4899

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:

Provide directions to the nearest Social Security office, and information about SWT support groups that assist with the application process if needed.

Nearest SSA Office: Myrtle Beach , ,

Other:

Wage Payment Schedule:

Paid weekly on Friday. Students are strongly encouraged to establish a banking relationship so they have direct deposit.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Please be "show ready" every day with good personal hygiene. Must shower daily and use deodorant. Must groom hair and groom facial hair. Please be aware that anyone that shows up for work with poor hygiene will be sent home for their shift.

Second Job Availability: Yes, likely

Applicable Company Policies:

WonderWorks would like to ensure that your Summer Work & Travel Experience is everything you want it to be. In order to set clear expectations and to help ensure you will LOVE your job and Myrtle Beach, please review the information below.

Your Job: All jobs at WonderWorks are extremely interactive and require constant interaction with guests. We expect all staff to be friendly and pleasant with guests at all times while enforcing WonderWorks policies. All staff are expected to treat managers and coworkers with professionalism and respect.

Safety: Myrtle Beach is a very exciting and busy place. With the amount of tourism, there is quite a bit of crime. For your safety, DO NOT travel alone. When walking or riding bicycles, always do so in groups of at least three, and always wear a bicycle helmet and reflective clothing.

Attendance and Conduct: Staff are expected to be present and on time for all scheduled shifts. Team members are expected to follow all Attendance and Conduct rules, No smoking on property and NO cell phones on your person while in uniform except for when on breaks and only out of view of guests.

Termination of Employment: Any student that decides WonderWorks is not the best option for their Summer Work and Travel Program must provide and work a full (2) week notice. Management is happy to discuss any concerns you may have in hopes that we can resolve the issue and continue your employment. Failure to provide and work a two-week notice will result in notification to the sponsor that these terms were not fulfilled.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Bank, Restaurants, Fitness Center, Internet Cafe

Walking Distance from Housing:

Food Market, Bank, Restaurants, Fitness Center, Internet Cafe

In Town, Requires Transportation:

Shopping Mall, Post Office, Public Library