WORK & TRAVEL USA

Theodore Roosevelt Medora Foundation - Front Desk Representative

HOST INFORMATION

Company Description:

370 seasonal employees from over 30 countries come to Medora each year to help make unforgettable attractions have a personal touch for the traveling guests. Many of our former summer staff have told us the same thing their summer in Medora was the ....

So we're glad you're interested in working with us! You'll get to meet people from all over the nation and world, get experience in lots of different parts of the tourism industry, learn from a great management team and some AMAZING volunteers, and, for our student staff, have a chance to earn a scholarship at the end of it all.

Not only do you get paid to work and learn in North Dakota's #1 Tourist Destination, but you also get to explore the beautiful Badlands. You can check out Theodore Roosevelt National Park and see all of the wildlife that calls the park home. You are invited to experience a musical masterpiece every night of the season at the Medora Musical. There is an opportunity to connect with top tourism experts and employees from all over the world! We invite you to take in all of the history that Medora has to offer from our many museums to our walking tour around town, there is so much to learn!

Host Website: *https://www.medora.com/*

Site of Activity: *Theodore Roosevelt Medora Foundation*

Parent Account Name: *Theodore Roosevelt Medora Foundation*

Host Address: *405 East River Road S , PO Box 198 , Medora , North Dakota , 58645*

Nearest Major City: *Dickinson , North Dakota , Less than 50 miles away*

PLACEMENT INFORMATION

Job Description:

As a member of the lodging team, a Front Desk Representative will operate the hotel/motel front desk and assist guests with inquiries.

Efficiently manages the operations of the front desk, ensuring minimal time for check-in and checkout
Warmly and professionally welcomes all guests
Directs guests to appropriate hotel staff for assistance with questions and special requests
Handle guest issues as they arise
Treats requests with professionalism, tact, and courteous manner
Ensures prompt delivery of final bills to guests
Ensures lobby and shared areas are kept neat and orderly
Maintains knowledge of Medora, Hotel Rooms, Hotel Policies and is able to assist guests in making reservations or providing recommendations

Required Skills/Abilities

Excellent verbal communication skills.
Provide consistent, excellent customer service.

Reliable, on time, and ready for every shift.
Ability to stand for extended periods of time.

Required Education and Experience

Previous Front Desk experience desirable.
Must be able to operate PMS system, or willing to learn.
Must possess math skills sufficient to make changes for customers quickly and accurately.
Must be fluent in English, bilingual a plus.

Typical Schedule:

This is a full-time seasonal position. Days and hours of work are varied based on guest needs, including morning and evening shifts. Typical schedules include 4-6 days per week, 7-8 hours per day.

Seasonal changes to job duties or available hours: *Yes*

-May arrivals will help with set-up and cleaning of all venues in Medora. -End of season employees will assist in other departments as needed.

Drug Test required: *No*

COMPENSATION

Hourly Wage: *$15.59*

Eligible for Tips: *No*

Estimated weekly wages including tips: *$600*

Bonus: *Yes*

EOS Bonus 2026: No written disciplinary action, attended Medora Musical, Housing Check-out completed in person with RA, work from start to end date on their DS 2019, $3.00 per day they are onsite.

** All figures above are pre-tax*

Estimated average number of hours per week: *35*

Estimated minimum number of hours per week: *30*

Estimated maximum number of hours per week: *50*

Potential fluctuation in hours per week:

-Peak season runs between early June and early September. Hours in this timeframe are more consistent than pre-season or post-season. Weather issues can cause fluctuation of hours at times.

Average number of hours per week reached by last year's seasonal employees: *40*

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Free admission to the Medora Musical, Free admission to Point to Point Park Monday-Friday (business level dependent), Scholarship opportunities, End of Season Bonus opportunity.

JOB REQUIREMENTS

English Level required:

★★★★★★ ***Advanced***

Required to be 21+: *No*

Previous Experience required: *No*

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

While performing the duties of this job, the employee is regularly required to; to talk,hear, walk, & stand. Frequently required to push, pull, bend over, crouch, kneel, have repetitive use of hands/arms, and lift and carry up to 40 pounds. Specific vision abilities required by this job include close,distance, color, peripheral, depth perception & ability to adjust focus to determine accuracy, neatness and thoroughness of work assigned and determine safety of workplace.
Standing for entire shift

Handling cleaning chemicals

Other qualifications or conditions

Description:

Excellent English Skills if English is a 2nd language. You must be able to talk to customers continuously during shift. Uses of abdominal, back and leg muscles to support the body continuously over 10 hours time without fatiguing. You may occasionally work outside in hot conditions when working at the Medora Musical which you can pick up for overtime hours

Job Training required: *Yes*

Length of job training:

1 week. Additional training may be required if necessary.

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

In classroom training will be provided by Front Desk Managers to ensure accurate use of lodging reservations and ticketing systems, as well as teaching students about the attractions and offerings in and around Medora.

Need to wear uniform: *Yes*

Uniform Policy:

Employees are required to wear a company issued polo, a nametag, closed toed shoes, and appropriate pants (black, khaki, jeans without rips, tears, or holes). Employees will be charged for any uniform shirts which are not returned to the LSC HR team at the end of the season.

Cost of uniform: $0

Uniform laundry: Participant responsibility

Dress Code: *Yes*

Description:

All employees must wear a nametag issued by TRMF. Employees are issued polo shirts which must be worn as a uniform. Closed toed shoes are required. Employees can wear black pants, jeans without holes, rips, or tears, and khaki pants to work. No leggings, track pants, or other colors are permitted as part of the uniform. Brown or Black belt, and Black shoes required.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Movie or Game Nights, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Potlucks or Dinners, Shopping Trips, Sporting Events, Holiday Events, Trips to Nearby/Major Attractions, Company Parties, Karaoke Nights or Talent Shows, Trips to Major City, Cosmic Bowling, International Night, Talent Show, World Cup Soccer tourney, Astrology Night, Dodge Ball, Zoo/Amusement Park trip, Big Sticks Baseball game, National Park Tours

Additional Details about Cultural Offerings:

Weekly events and trips including shopping, activities and more! The opportunities that you get out of your summer in Medora are as big or as small as you make them! After all, this is not called the #BestSummerOfMyLife for no reason!

Local Cultural Offering:

Here at Theodore Roosevelt Medora Foundation, we want you to have experiences beyond your time at work. That is why we provide so many free or discounted activities for you to participate in.

https://medora.com/employment/employee-perks/?_ga=2.143378421.1767738384.1567170337-961041423.1555972366

HOUSING AND TRANSPORTATION

Housing Provided: *Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. May find own (can choose alternative).*

Employer-owned or employer-arranged housing description:

*Life Skills Center The Life Skills Center is at the heart of campus and employee living. Donated by Bill and Jane Marcil the Life Skills Center was created to implement a space that brings employees together to do great work as well as to create a space that enriches our employees social and educational lives, and it does just that. It is based around the Elkhorn Quarters where most of our employee housing is located and is right next to the Spirit of Work lodge which houses our volunteers. It serves as our activity center, information base, and cafeteria location. You can look forward to the following amenities at the Life Skills Center... *Fitness Center *Social/Activity Room *Resource Room with study areas and computers *Prayer & Reflection Room *Dining Center *Music Rooms *English Language Learning Classroom This building is also home to the Medora Musical Rehearsal Hall, the reservation center, and a training room. Life skills classes on various topics will be held in the training room throughout the summer season. These courses are free for employees to attend. During the summer season, there are no kitchens available for use by seasonal staff. However, we do have microwaves available for use in centrally located areas. Shuttle services to Wal-Mart in Dickinson will be made available weekly. During the fall and spring season, a lunchtime meal option may be available to seasonal staff. Housing Seasonal employee housing consists of motel-style rooms and double occupancy dormitory rooms. The 2026 housing cost is as follows: Dorm housing (double occupancy, communal restrooms and showers, shared public refrigerator and microwaves, public lounges, laundry room) $30.00 per week Elkhorn Quarters housing (Double occupancy, private bathroom, microwave and mini refrigerator in room, television, public lounges, laundry room) $60/week. Employee housing costs are deducted from employee paychecks on a bi-weekly basis. Housing assignments are made based on availability with employees' preferences taken into consideration from their Housing Survey. Housing is available only to those employees who are 18 and older and working in a full-time seasonal status for the summer. Blankets, pillows, towels, washcloths, and other linens are provided by TRMF, however employees are welcome to bring their own linens. It is the employees' responsibility to change their own bed linens and keep their room clean and orderly. Washers and dryers are available at each employee housing location for no charge. The use of toasters, toaster ovens, microwaves, rice cookers, coffee makers or any other type of cooking equipment is not allowed in employee housing. Candles and incense are also not permitted. There are room inspections to ensure that this policy is followed. A television, DVD player, and games are available in a central lobby of the dormitory for employee use. Please keep in mind that closet and storage space is limited. TRMF will not be liable for loss of personal belongings. Renter's insurance is recommended. No pets of any kind are allowed or tolerated in seasonal employee housing. Employees who are found to have pets in their employee housing will be issued a large pet cleaning fine and will likely lose the privilege of receiving employee housing. Employees must follow proper check-in and check-out procedures for employee housing. Rooms must be cleaned and assessed by housing managers, and keys must be returned. Failure to follow this policy will result in cost assessments. Terminated employees are required to vacate housing immediately, and they are responsible for making their own travel arrangements out of the area.*

Lease Agreement: *Yes*

Onsite Amenities:

WiFi: Yes

Description:

All TRMF buildings have free wifi available.

Phone Service: Yes

Description:

Cellular service is available. Human Resources will be available to assist with landline phone calls if needed during office hours Monday-Friday.

Kitchen facilities: No

Description:

There are no kitchen facilities in dorms. Employees will either have a shared microwave and refrigerator in their room or a public area depending on the dorm.

Laundry facilities: Yes

Description:

Full laundry rooms with multiple washers/dryers are located in each housing unit to use free of charge. Irons/ironing boards are available onsite. Employees must provide their own laundry detergent.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 2 - 4

Rooming Arrangement Description:

DORM: bunk beds and 2 residents, communal restrooms/showers, common areas, shared laundry room. One floor is female residents; one floor is male residents. No mixed gender rooms available. ELKHORN QUARTERS: bunkbeds and 2 residents, private bathroom, microwave, mini refrigerator, and television in room, common areas, shared laundry room. Select number of rooms with occupancy of 4 people. Mixed gender rooms available. Roommate requests should be made on the Housing Survey and are not guaranteed.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: $60

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: $160

Description:

Payroll deduct from the first few pay periods.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Housing deposits will be returned if the employee works until their contracted end date, the room is clean and free from damage, all linens returned in good condition, check-out completed with Resident Assistant. Failure in any of these areas may result in losing part or all of the housing deposit.

Details About Deposit Refund:

Will be included in their final paycheck.

Transportation to Worksite:

Walking Commute Time
Estimated commute time: Under 15 minutes

Description: The town of Medora is very small. Most everything in town is within 10 minutes walking distance from our employee housing.

Biking
Estimated commute time: Under 15 minutes

Bicycles are provided free of charge: No
Bicycles are not provided: No
Bicycles are available to rent: Yes

Estimated cost: $60
Total: Yes Per Day: No

Description: Most everything in town is within 10 minutes walking distance from our employee housing. If you would like to rent a bicycle in town during the summer season, there is a local bike shop you can visit. Cost is $60.00 for the season.

Employer-Provided Transportation
Estimated commute time: 15 to 30 minutes

Estimated cost: $10
Total: No Per Day: Yes
Description: Weekly shuttles will go to Dickinson (30) miles for grocery shopping and Walmart trips. Cost is $10.00 per trip, deducted from paycheck when they sign up.

ARRIVAL INFORMATION

Arrival Instructions:

We provide employee shuttles to and from both Dickinson and Bismarck airports for arrival and departure free of charge. Dickinson is a 40-minute trip in each direction, and Bismarck is a 2-hour trip in each direction.

We do require that people follow our scheduled pick-up times and days. ***Shuttles are provided Monday-Friday at pre-selected times. No shuttles run on Saturdays or Sundays. All employees must book their employee shuttle time PRIOR to purchasing flights to ensure shuttles are running at corresponding times.***

Dickinson airport has no services such as taxis or hotels near it, as it is in a remote area. Dickinson airport also closes each night so overnight stays are not allowed. All employees flying into Dickinson ***MUST*** *follow the shuttle schedule for pick-up.*

If an employee chooses to fly into Bismarck airport, they may stay at the Evergreen Inn if their flight arrives outside of shuttle pick-up times. Everspring Inn offers an airport shuttle, and discounted rates for TRMF employees. The cost for the Everspring Inn is the responsibility of the employee should they choose to do a late night arrival into Bismarck Airport.

All arrival and departure information must be received a minimum of 4 weeks prior to the shuttle ride date for scheduling purposes.

Shuttles to the Social Security Administration Office and to the Bank are free. Participants are scheduled for Social Security trips, and can sign up for trips to open a bank account at BMO Bank in Beach, ND.

If a participant needs a shuttle to either Dickinson or Bismarck outside of their arrival or departure, the costs are as follows:

Dickinson - $10.00 per person

Bismarck - $50.00 per person

All shuttles outside of arrivals and departures are available as the shuttle drivers schedule allows.

We do take employees to Wal-Mart in Dickinson each week on a first come first serve basis. This shuttle ride costs $10.00 per employee, and 10 people can go on each shuttle run. Sign-ups for this are located in the LSC Cafeteria.

All transportation questions or requests should be directed to ***medorajobs@medora.com***

Suggested Arrival Airport:

Bismarck Municipal Airport, BIS, Over 50 miles

Dickinson Theodore Roosevelt Regional Airport, DIK, Less than 50 miles

Estimated cost of transportation to worksite from suggested airports: *$50 to $75*

If arriving after regular hours:

Suggested After-Hours Accommodation:

Everspring Hotel
200 E Bismarck Expy
Bismarck , North Dakota 58501
https://everspringinn.com/
(701) 222-2900
$75 to $100

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: *Yes*

Employees are expected to complete all CIEE paperwork as well as TRMF paperwork ***before arrival.*** *This includes a signing the offer letter from TRMF, completing the housing survey, completing the shuttle request form, as well as completing all onboarding tasks sent by TRMF. All documents with the exception of taxes and the I9 form MUST be completed* ***before arriving*** *in Medora.*

Housing survey-all housing requests are considered in the order they are received based on availability. Housing Surveys will be sent once the candidates have completed the onboarding tasks.

If an employee fails to sign the offer letter and complete the onboarding tasks in a reasonable amount of time, their contract may be rescinded.

*****If a participant <u>does not</u> complete the required paperwork before arriving in Medora, it is likely they will not be granted housing preferences, and their onboarding process will be delayed*****

Social Security Number:

Require participants to apply for SSN before arrival at worksite: No

Details about how to apply for Social Security Number:

All participants will be assigned a day to be transported to the Social Security office free of charge. When participants are scheduled for their shuttle, they will receive an email explaining the details of this trip. Forms will be available at the Life Skills Center window to be filled out ahead of time. Social Security cards will be mailed directly to the Life Skills Center office upon completion.

Nearest SSA Office: Bismarck , North Dakota , Over 50 miles

Other:

Wage Payment Schedule:

Paychecks will be distributed every other Friday. If that Friday falls on a holiday, the previous work day is pay day. The two-week pay period begins on Sunday 12:00am and runs through Saturday 11:59pm. Direct deposit and/or paper checks.

Meal Plan: Optional

Estimated Cost Per Day: $27

Meal Plan Description:

Employees may eat at a discounted cost of $9.00/meal from May through September with their employee ID. Deductions for meal charges are taken directly from the employee's paycheck.

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes
Maximum Group Size:

Grooming Requirements:

It is a requirement that all TRMF employees exhibit a professional appearance as a basic condition of employment. Employees are expected to attend work having showered and applied deodorant. Hair, including mustache, beard and sideburns, must be clean, well-managed. A reasonable effort to cover tattoos should be made while also following uniform guidelines. Makeup must be of natural and modest application. Employees may be asked to adjust their wardrobe or appearance as managers see fit.

Second Job Availability: Yes, likely

Applicable Company Policies:

All TRMF employees should come to Medora prepared with the following uniform attire to accompany the uniform polo that many of our customer service employees and any employee who works at the Medora Musical in the evening will be assigned. You must have the following: At least two pairs of either neat blue jeans or khaki pants. No holes, excess distressing or decoration. They must be of a moderate fit (not extremely tight and not baggy). Brown or black shoes or neutral tennis shoes will also be permitted in most departments (no open toed shoes or sandals).A brown or black leather belt—employees may be asked to tuck in their uniform when at work. Some employees might also want to bring the following in case they are interested in being available to help with catered events: One pair of black dress pants, Black shoes (no open toed shoes or sandals). If employees are working in food service, they must bring black slip resistant shoes appropriate for working in kitchens.

For most positions, employees receive two polo shirts as their uniform. Employees will be charged for lost or damaged uniforms. Note - employees nametags come with a magnetic backing to secure it to uniform shirts. Hired applicants with pacemakers should contact us ahead of time so that an alternate securing device can be arranged.

No smoking is allowed in any employee housing properties. This includes, but is not limited to, hookah pipes, e-cigarettes, cigarettes, and cigars. Marijuana is illegal in the state of North Dakota. Employees may not possess this, or other illegal substances, within TRMF housing. If an employee is found to have been smoking or using illegal substances within TRMF property, the employee will forfeit part of their end of season bonus and may face legal consequences. All North Dakota state and Federal laws must be followed.

Smoking and Tobacco Policy Smoking and any tobacco use is strictly prohibited in TRMF owned or leased buildings, including, but not limited to, offices, hallways, waiting rooms, restrooms, lunch rooms, elevators, meeting rooms and other areas. Smoking is also prohibited in TRMF vehicles, garages and storage buildings. In addition, no smoking is allowed at the Schafer Center Patio, the Downtown Patio, the Tjaden Terrace, Old Town Hall Theater, Point to Point Park, Bully Pulpit, The Showhall, or the Burning Hills Amphitheatre. Employees should make a reasonable effort to be out of the way of guests as much as possible. If using e-cigarettes, employees are required to follow the same smoking policy. E-cigarettes must not be charged in the workplace. Employees caught smoking in these areas or breaking the smoking policy will be reported to Human Resources. The first time an employee is caught smoking will result in a warning. More than one warning will result in a $25.00 fine. Failure to comply with this policy could result in further discipline, up to and including termination. This policy applies to all employees. Clients, contractors, and visitors must also only smoke in designated smoking areas of town. TRMF will comply with all state and local ordinances controlling smoking in the workplace including you must be at least 20 feet away from building entrance, exit, operable window, air intake, or ventilation system of enclosed areas of TRMF facilities. Please dispose of cigarette butts/tobacco products properly. Employees with inquiries or complaints about smoking in the workplace are asked to report them to the Human Resources Department.

Attendance & Tardiness - Every employee's job is necessary for the efficient operation of TRMF, and TRMF depends on their employees to be on time when you are scheduled to work. It is an essential function of each job for the employee to be on the job and ready for work at the prescribed time every day they are assigned. If an employee will be late or cannot come to work, they must contact their supervisor as early as possible prior to the start of their shift. Multiple absences or late arrivals may be cause for termination. They must notify their manager/supervisor personally. Talking to a coworker or leaving a message in not acceptable. Phone calls or face to face conversations are encouraged.

Schedule and Overtime Policies - Schedules will be posted in each work area. Employees are scheduled approximately 30-40 hours/week. Hours scheduled will vary depending on time of year, weather, and business levels. Extra hours are available at the Medora Musical and Pitchfork Steak Fondue June through September, up to a maximum of 50 hours each week unless manager approval is obtained. Overtime is paid to all non-exempt employees after 40 hours of work. Hours paid but not actually worked, if any, are not included in calculating overtime. Employees will be scheduled to work five or six days per week, including Saturdays, Sundays, and holidays. Schedules may vary from week to week. Some positions may require employees to work split shifts. Employee requests for specific shifts or days off will be accommodated when possible but are not guaranteed and are at the discretion of the scheduler. Employees are allowed one three-day period off for college registration/orientation. Please note that employees may not trade hours without a supervisor's approval. No pay is given for time off.

Second Jobs: Employees may look for work within the community, given that it doesn't conflict with their first job. All second jobs must be filed with an agency as a J1 second job, without exception. If an employee takes a second job and does not fulfill the responsibilities of their primary job, they may be terminated. As employees are living in TRMF housing, the primary job must be the focus of their time in Medora.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Post Office, Restaurants, Fitness Center, Convenience store

Walking Distance from Housing:

Post Office, Restaurants, Fitness Center, Convenience store

Unavailable:

Food Market, Shopping Mall, Bank, Internet Cafe, Public Library