



WORK & TRAVEL USA

## North Shore Landing - Dockhand and Front Office Clerk

### HOST INFORMATION

#### **Company Description:**

*Our staff perks include a monthly boat rental, unlimited access to off-hours kayaks or stand-up paddle boards, and when we have a driver, waterskiing, wakeboarding, wakesurfing, or tubing. Additionally, we arrange weekly activities including line dancing, karaoke, barbeques, hikes and more for interested students and staff. Depending on student interest we organize trips to visit Southern California beaches, shopping, and visits to surrounding cities.*

*North Shore Landing is situated on the quieter North shore of Big Bear Lake in the San Bernardino Mountains less than 100mi/160km from Los Angeles. We are family owned and operated since the 1980's. Our current operations are 80's themed and include hosting the Pirate Ship, renting pontoon and fishing boats, and Waverunners. The elevation of the lake is 2058 meters above sea level, and we average 286 sunny days per year. We enjoy comfortable summer temperatures ranging from 70-80 F or 21-27 C with low humidity between May and September.*

*You don't have to look far to enjoy the outdoor nature that Big Bear has to offer with dozens of accessible local hiking and biking trails, ample water-sports, and activities such as zip-lining, horseback riding, and Jeep adventure tours. Our charming town center, "The Village" offers dozens of quality restaurants, shops, and a movie theater.*

*Our business is about providing fun for customers, and we know a thing or two about having our own fun when the hard work is over!*

**Host Website:** <http://bigbearboating.com>

**Site of Activity:** North Shore Landing

**Parent Account Name:** North Shore Marinas

**Host Address:** 38573 North Shore Drive Fawnskin , California , 92333

**Nearest Major City:** Los Angeles , California , Over 50 miles away

### PLACEMENT INFORMATION

#### **Job Description:**

*We want to give our customers a memorable, positive experience of Big Bear Lake and help them to feel welcome. Organization and friendliness are both huge pluses. If you're the kind of person who can work efficiently and remain pleasant under pressure when we're busy, please consider applying.*

*Office duties include: Booking reservations and checking customers in for their boats using our online system. In this position you will be processing payments, scheduling rentals, and keeping the storefront presentable and clean. Must be trustworthy, detail-oriented and personable. Good with numbers is a plus, but you won't encounter anything past basic arithmetic. We require our office staff to provide guests information to help them make decisions, and ultimately sell and book guests on the best rental to suit their needs. Strong English*

*skills are required in this position. Spanish is a huge plus also, though certainly not required.*

*Dockhand duties include: Boat rental instructions, guiding guests safely out of and into slips, fueling, and basic boat maintenance and cleaning. You may get wet working on either boat dock or jetski dock, so you must be comfortable around the water. Additionally, dockhands are responsible for keeping our marina maintained and presentable. This means pulling weeds in the lake and on the beach, picking up trash, making minor repairs to the docks (hammering in nails, clearing splinters out of the dock etc), and reporting more significant repairs to management so we can arrange to have someone come fix whatever is broken. Experience operating boats is a plus, but not necessary to apply. Cleaning is a must. Organization is a must.*

*Perks of the job include monthly boat/waverunner rentals (Subject to availability), access to kayaks and paddleboards, an amazing view of the lake, and coworkers and management that are dedicated to having fun when work is finished.*

*We place staff as dockhands or office staff based on which position they are best suited to and the needs of the marina at a given time. All staff are cross-trained to be able to perform at least the basic tasks of each position, and especially during the beginning and end of the season both positions may be required to be performed at various times through the day. We absolutely take into account your preferences and we do regularly have staff who are dedicated to just the office or just the dock.*

**Typical Schedule:**

*Flexible scheduling, hours available between 6/7am to 7/8pm. Our hours change as we are dependent on the sun! We close when the sun sets.*

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

*Our business hours change depending on what time the sun sets through the season. More hours may be available to work in June, July, and August compared to May and September.*

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$16

**Eligible for Tips:** Yes

*Tips are left at guest discretion, and are usually a nice way to earn extra "beer money" but likely won't cover rent.*

**Estimated weekly wages including tips:** \$620

**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:** 40

**Potential fluctuation in hours per week:**

*More hours per week are available in peak months, June, July and August. Reduced hours available in May/September. Hours vary based*

on business needs.

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

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

One pontoon boat rental free per month, employee discounts on snacks and merchandise, discounts on limited rental equipment depending on availability at Marina.

## JOB REQUIREMENTS

**English Level required:**



**Advanced**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

Swimming

Description:

May need to assist with getting boats or rental equipment pulled up to docks, requiring being in the water. Basic swimming skills are recommended but not required. Life jackets may be worn at all times on the docks if preferred.

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Lifting boating supplies including gas canisters, life jackets, and boat supplies up to 50lbs.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

**Job Training required:** Yes

Length of job training:

1-2 days.

Hours per week during training period: 8

Different wage during training period: No

Start on specific day of the week: No

*Training requirements:*

*In depth training on company policies and procedures, basic boat skills, knot tying, and safety procedures.*

**Need to wear uniform:** Yes

*Uniform Policy:*

*Company provided T-shirts must be worn Friday-Sunday, pants or shorts are acceptable but nothing distressed, ripped, or torn. Shorts must be an appropriate length for professional work environment. Closed toed shoes must be worn on the docks, but must be shoes that can get wet. Water shoes preferred or sneakers. First 2 shirts provided free of charge, extra shirts to be purchased at cost.*

*Cost of uniform: \$8*

*Uniform laundry: Participant responsibility*

**Dress Code:** Yes

*Description:*

*Good hygiene required - daily bathing is a must. No facial tattoos and any facial piercings must be able to be removed. This is a family friendly environment. Personal clothing must be professional midweek as well.*

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

*Company Parties, Holiday Events, Movie or Game Nights, Potlucks or Dinners, Trips to Major City, Trips to Nearby/Major Attractions, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Sporting Events, Karaoke Nights or Talent Shows, Shopping Trips, Watersports Instruction*

**Additional Details about Cultural Offerings:**

*One of the major highlights of the summer is our legendary 4th of July fireworks celebration. We work hard all day to serve our customers, and after we send them off we have a party of our own! Our staff party is set up with a barbeque on boats and a floating dock right below the fireworks.*

**Local Cultural Offering:**

*Every summer our town hosts a variety of exciting events including an Old Miner's day parade, Renaissance Fair, chili cook-off, Fishing tournament, weekly farmer's markets on Tuesdays, and country line-dancing or karaoke on Wednesdays. Live music is available nightly at many local restaurants!*

## 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:**

*Housing is employer arranged on a first come- first served, and may be a single room or a shared room. Common spaces include a fully stocked kitchen with an oven, refrigerator, microwave, cookware, dishes and utensils. There is also a television, dining area, and small outside deck or patio. Heating is provided, but there is no air conditioning. Our highest temperatures average in the mid 80's F (27 C) with much lower temperatures at night, so you will not need an air conditioner. Each room has a private bathroom for the occupants of the room. Linens will be provided for each bed and include a fitted bottom sheet, a top sheet, a pillowcase, pillow, and a comforter (or duvet).*

One hand towel and one bath towel will be provided per occupant. Depending on the property location there will either be a common game room space, OR a common pool and hot tub (also shared with other tenants of the apartment complex). The curfew for either is 10pm. Transportation will be provided to and from the marina each day, and to and from the grocery store and laundromat weekly or as needed. Costs for WiFi, electricity, heating, and water will be split evenly among tenants. It is the responsibility of the tenants to turn lights off in unused rooms, and to maintain the units to the best possible condition. Damages to common areas will be split and charged evenly to each occupant unless the individual at fault takes responsibility. Damages to individual rooms will be paid for by the tenants of that room. Unit addresses are either 760 Blue Jay Rd, Big Bear Lake CA, 92315 or 41805, 41807 or 41809 Switzerland Dr, Big Bear Lake CA, 92315. Each location is a prime spot in its own way. The units on Blue Jay Rd are within walking distance to the lake, Blanca and Pier's restaurant, a convenience store, kayak rental, and the famous Boulder Bay Park. The Switzerland units are within walking distance to the ski slopes (a mountain biking park in the summer), convenience stores, The Village shopping and dining center with a movie theater and music venue. The housing depends on what the property manager has available. There is a free trolley service within easy walking distance of either housing option. The trolley will stop at Holloway's Marina, Boulder Bay Park, Snow Summit Ski Resort (at the Switzerland unit), the grocery stores and laundromat, and the east end of town (Big Bear City) which is primarily residential, though there are some restaurants and a very small airport. Bicycles or electric bicycles will be available to rent in town for participants who would like to enjoy increased independence and mobility. Participants are also welcome to seek their own housing arrangement. There are many rental units available in Big Bear Lake within walking distance to the marinas. One of the easiest ways to locate rentals is on Airbnb or Vrbo. These units are offered at a discounted rate to J1 students, and are luxury accommodations that rent for much higher rates during the winter months. All students are expected to keep the units in impeccable condition to show appreciation for the reduced rent rates and to maintain their luxury status. There is strictly no smoking of any kind allowed indoors, and the rental property reserves the right to conduct surprise inspections during the participants' stay.

**Lease Agreement: No**

**Onsite Amenities:**

WiFi: Yes

Description:

The properties are already serviced with Wifi. The cost during occupation will be equally divided between all residents.

Phone Service: Yes

Description:

There is very good cell service throughout the valley. You will have service with any of the major providers at any of the housing locations. Major providers include Verizon, AT&T, Sprint and T-Mobile

Kitchen facilities: Yes

Description:

Each common space has a fully stocked kitchen including a stove/oven, fridge, microwave, dishes and cookware, utensils etc.

Laundry facilities: Yes

Description:

There is no on-site laundry, however a free trolley is available to get to laundry facilities at participant's convenience.

**Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 1 - 4

Rooming Arrangement Description:

Rooms will be single-gender, though each apartment will likely be co-ed. Requests will be accepted and honored as available. Rent ranges from \$500 per month to \$800 per month depending on which type of accommodation you are assigned. Most rooms do not house more than 2 people, although it depends on what accommodation the housing company is able to provide.

**Provided Housing Cost:**

Required to Pay for Provided Housing: Yes

*Cost per Week: \$200*

*Housing Cost Deducted from Paychecks: No*

*Description:*

*Participants will arrive with the first two month's rent and the deposit in cash. You may not have immediate access to your new bank account, and so will not be able to rely on your income for rent.*

*Utilities Costs: Yes*

*Cost per Week: \$10*

*Description:*

*Utilities will be divided equally between all residents. Utilities include internet, heating, electricity and water. There is no air conditioning (You will not need it). There is a TV, though we recommend bringing a device to connect to it. We will be happy to provide an HDMI cord.*

*Housing Deposit: Yes*

*Cost: \$500*

*Description:*

*The housing deposit must be provided in cash along with the first two month's rent upon move-in. The deposit will be returned upon move-out so long as the vacated space is in the same condition as when initially occupied. Please note that there will be a \$50 cleaning fee deducted.*

*Housing Deposit Refundable: Yes*

*Conditions for Deposit Refund:*

*As long as there are no repairs or cleaning required in the unit occupied by the resident upon their evacuation, the deposit will be returned minus a \$50 cleaning fee. If there is repair required, the cost will be additionally deducted. If the amount is more, the tenant will cover the difference.*

*Details About Deposit Refund:*

*Cash deposit will be returned after the tenant has moved out and the unit has been inspected by the landlord and tenant jointly.*

### ***Transportation to Worksite:***

*Biking*

*Estimated commute time: 15 to 30 minutes*

*Bicycles are provided free of charge: No*

*Bicycles are not provided: No*

*Bicycles are available to rent: Yes*

*Estimated cost: \$350*

*Total: Yes Per Day: No*

*Description: Bike rentals are available at local rental shops. The bike route to work runs along the boulevard and back roads.*

*Helmets are required by law. Bikers and drivers share the road here, though the boulevard can be busy with traffic during the weekends.*

*Employer-Provided Transportation*

*Estimated commute time: Under 15 minutes*

*Estimated cost: \$5*

*Total: No Per Day: Yes*

*Description: Vehicle shuttles to the marina may be provided in the morning for opening shift at 6:00 or 7am depending on the*

business opening and closing times. Transportation from the marina back to the accommodation may be provided daily around 8pm or closing time.

Local Bus, Subway or Train

Estimated commute time: 30 to 45 minutes

Estimated cost: \$0

Description: The free trolley stops at Holloway's Marina and runs daily every 30 minutes. The trolley will stop at Holloway's Marina, where another dockhand from either Holloway's or North Shore Landing will transport you across the lake (which takes about 5 minutes).

## ARRIVAL INFORMATION

### **Arrival Instructions:**

We are available to pick up participants from the airport. There is no required day or time of arrival, but please try to avoid arriving in the middle of the night (between 12am and 5am). The drive from LAX to Big Bear Lake takes 2-4 hours depending on traffic. LAX is the main hub for arrivals to Southern California, but participants can also arrive to Ontario International Airport (in Ontario California, not Canada!), Palm Springs International Airport, Hollywood Burbank Airport, Santa Monica Airport, and a number of others. **Transportation will be approximately \$100 each person for one trip from the airport and one trip back, paid to the driver (to compensate their fuel and time).** If participants would rather find independent transportation to Big Bear Lake, we just ask that this is communicated in advance. **Flight information must be sent at least one week in advance** to [bigbearboating@yahoo.com](mailto:bigbearboating@yahoo.com). If we do not receive your flight information one week in advance participants may need to arrange their own transportation - please communicate and we'll always do our best to work with you. **We also provide free transportation to and from social security administration appointments for one appointment for each student.**

Please ensure that you travel with all of your important documents including your DS 2019 form and all paperwork from CIEE in hardcopy form.

**Participants must be prepared with their first two month's rent and deposit in cash upon arrival**, so they will need to be prepared to exchange foreign currency to USD either before or immediately after their arrival. No participants will be moved into the housing without paying the first two month's rent and deposit upon arrival. If a student does not arrive with the first 2 months rent they will be responsible for securing themselves temporary accommodation in a hotel until rent is paid or until they determine their own living situation elsewhere. For a shared accommodation the total amount to be presented upon arrival to the accommodation will be \$1700, for a single accommodation the total will be \$2100. If for any reason the participant does not remain in the provided accommodation for a full two months, the rent will be prorated and refunded as appropriate. We also recommend bringing enough money to cover your living expenses (food, entertainment etc) until your first paycheck clears at the bank. With Covid-hangover in 2022 there was a one month delay for the students to deposit their paycheck and receive their money. We are anticipating that this will be streamlined for 2023, but we want to give you a heads up so you can be prepared in the worst case scenario.

The grocery store is accessible by the free trolley after arrival. If you have any special requests please reach out in advance and we will do our best to accommodate you. **We will stock the fridge with a few simple basics for the first arrivals as a warm welcome!**

If you are interested in finding your own, potentially more affordable transportation from the airport, you may consider looking into Amtrack tickets from LA to San Bernardino. From the San Bernardino station you can catch a Marta bus up the mountain if you are able to line up the timing properly. Feel free to do your own research, this can be a good jumping off point!

We are flexible, but we are a small family business, so if you have any requests we will do our best to accommodate you!

### **Suggested Arrival Airport:**

Los Angeles International Airport, LAX, Over 50 miles

Ontario International Airport, ONT, Less than 50 miles

Palm Springs International Airport, PSP, Less than 50 miles

**Estimated cost of transportation to worksite from suggested airports: \$75 to \$100**

***If arriving after regular hours:***

***Suggested After-Hours Accommodation:***

*Holiday Inn Los Angeles - LAX Airport  
9901 S La Cienega Blvd  
Los Angeles , California 90045  
<https://www.ihg.com/holidayinn/hotels/us/en/los-angeles/laxia/hoteldetail>  
+1(310)649-5151  
\$100 to \$150*

*Sheraton Gateway Los Angeles Hotel  
6101 W Century Blvd  
Los Angeles , California 90045  
<https://www.marriott.com/hotels/travel/laxsi-sheraton-gateway-los-angeles-hotel/>  
+1(310)642-1111  
\$100 to \$150*

## TRAINING AND ONBOARDING

***Pre-Arrival Onboarding:*** Yes

*We will send a welcome email to hired participants. A timely response is appreciated.*

*A housing agreement will be sent to students that must be signed and returned before arrival.*

*Any training materials must be read/watched and acknowledged before arrival. These will also be sent via email.*

***Social Security Number:***

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

*Details about how to apply for Social Security Number:*

*We will provide transportation to the Social Security Administration office. 1. Upon arrival to the U.S., participants must submit their U.S. residential address. We will then validate their visa. 2. Social Security Office Appointment. The participant will then need to visit a local Social Security Office with documentation. It is advised that the participant applies for the SSN no less than 10 days after entry to the U.S. To apply, the participant will need to take the following documents to their nearest Social Security Office: Form SS-5: The SSN application form—can be downloaded from the Social Security website. Form DS-2019 (Certificate of Eligibility) Letter of Sponsorship I-94 Record Printout: Participants should click on “Get Most Recent I-94” to save and print their I-94 travel record. This should list their most recent entry into the U.S. Passport with J-1 visa Form DS-7002 (Official Training Plan) Offer letter from host company*

*Nearest SSA Office: San Bernardino , California , Less than 25 miles*

***Other:***

*Wage Payment Schedule:*

*Paychecks are dispersed on the 1st and 15th of the month. Pay periods begin on the 8th and the 23rd of each month. Payments will be made via paper check. As a small company we do not currently have access to direct deposit (subject to change!).*

*Meal Plan:* Not available

*Provide Certificates/Performance Evaluations:* Yes

*Hire in Groups: No*

***Grooming Requirements:***

*Regular, professional hygiene is required. No facial or hand/finger tattoos, all piercings must be removable for the duration of the work-day. If you are a smoker you must leave your cigarettes or vape in the break room to be retrieved when you go on break. You may not smoke in front of customers under any circumstances. Clothes must be professional and family friendly.*

*Second Job Availability: Yes, likely*

***Applicable Company Policies:***

*Smoking and vaping breaks must be taken away from the docks and office in the designated smoking area on the far side of the parking lot. Cell phones may not be used during work hours. We require all employees to check phones into a safe in the office during work hours, though you are welcome to access your phone at any time so long as you clock out first.*

*Smoking policy at the housing as designated by the rental company is strictly no smoking of any kind anywhere inside the premises.*

*We try to keep each employee on a similar schedule each week with the same designated days off. Everyone will be expected to work weekends. If days off need to be adjusted we do try to be flexible with scheduling, though each employee is limited to a maximum of 3 schedule requests throughout the summer. Exceptions can be made for schedule requests made sufficiently in advance and in certain cases. Please note, these are requests, not demands, and should be treated as such.*

*If business is slow, hours for all employees are reduced. It is impossible to know in advance, but in the event that we have a slow summer we are happy to put participants in touch with other businesses in the community if they would like to seek a second job. Participants are welcome to find other work for themselves as well, and CIEE has good information on how this can be accomplished within the scope of your visa.*

## COMMUNITY AMENITIES

***Walking Distance from Worksite:***

*Food Market, Post Office, Restaurants*

***Walking Distance from Housing:***

*Food Market, Post Office, Restaurants*

***In Town, Requires Transportation:***

*Food Market, Shopping Mall, Post Office, Bank, Restaurants, Fitness Center, Public Library*

***Unavailable:***

*Internet Cafe*