

## Point Sebago - General Store Associate

### HOST INFORMATION

**Company Description:**

Point Sebago Resort provides first-class family vacations. Located in Maine on beautiful Sebago Lake, this 775-acre resort and 18-hole championship golf course has been a premiere family vacation destination for almost 50 years. The picturesque location, award-winning activities for adults and children, entertainment programs, and nationally-recognized 18-hole championship golf course combine to create the perfect vacation destination. The resort offers numerous ways to stay with choices of vacation rentals and RV sites. And, for those guests who just don't want their Point Sebago vacation to end, we offer unique vacation cottages for sale.

For our Work and Travel employees we offer a team environment, onsite housing and access to the Sebago Lake region of Maine. We also coordinate cultural enrichment activities and trips. In the past we've coordinated trips to Portland, Maine, Bar Harbor and Acadia National Park, the White Mountain National Forest and North Conway, New Hampshire, Boston, Massachusetts, and more. Portland, Maine is 45 minutes from Point Sebago and offers world class restaurants, historical sightseeing, and is a fun little city.

**Host Website:** <https://www.covecommunities.com/rv-resorts/maine/point-sebago/>

**Site of Activity:** Point Sebago

**Parent Account Name:** Point Sebago

**Host Address:** 261 Point Sebago Road Route 302 Casco, Maine, 04015

**Nearest Major City:** Portland, Maine, Less than 50 miles away

### PLACEMENT INFORMATION

**Job Description:****Job Description:**

The General Store Associate assists guests with inquiries and processes cash transactions on all food and apparel items. The General store associate does a variety of tasks like folding clothing and stocking shelves, cashier, stocking coffee and donuts and giving all guests a positive attitude.

*Reports to: General Store Manager*

**Primary Duties & Responsibilities**

*Ability to treat all internal and external customers with respect, embrace your role as a problem-solver who is committed to continual improvement, and exceed guest expectations by living Cove's Core Values.*

*Displays positive and enthusiastic attitude at all times.*

*Keeps shelves stocked when inventory is low*

*Maintains cleanliness of food counters*

*Processes sales of store items, returns, and exchanges following proper procedure.*

*Ability to handle end of day deposits to accounting department*

*Maintains knowledge of items sold in store.*

*Supports and follows Cove Communities policy at all times.*

*All other duties as assigned.*

**Education & Experience**

- Superior customer service skills
- ServSafe certification or willingness to obtain
- Must be able to lift 50lbs on a regular basis and able to withstand long periods of time on your feet
- TIPS (Training for Intervention Procedures) certification or willingness to obtain
- Ability to function well at a high pace, sometimes high-stress environment
- Comfortable effectively communicating with all levels of guests and staff
- Night and weekend work is required

**About Cove Communities**

*Cove Communities is well capitalized, progressive real estate company that acquires manufactured housing communities and RV resorts in Canada and the US. The founders of the company have a track record of building and managing dynamic, fast-growing companies with exciting upward mobility and remuneration for those Team Members that propel results.*

**Typical Schedule:**

*Variable, dependent on department needs - operations run early morning to late evening.*

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

*Employees may be asked to assist in other departments as needed.*

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$16

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$580

**Bonus:** No

*\* All figures above are pre-tax*

**Estimated average number of hours per week:** 40

**Estimated minimum number of hours per week:** 32

**Estimated maximum number of hours per week:** 40

**Potential fluctuation in hours per week:**

*If business needs require a longer week, the employee may be asked to work overtime - though overtime is not guaranteed.*

**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 coffee, tea and fountain soda Being inside in the AC

## JOB REQUIREMENTS

**English Level required:**



**Advanced**

**Required to be 21+:** Yes

**Previous Experience required:** No

**Qualifications & Conditions**

*Lifting*

*Lifting requirement: 75lbs/34kgs*

*Description:*

*Must be able to lift up to 60 lbs.*

*Standing for entire shift*

*Handling cleaning chemicals*

**Need to wear uniform:** Yes

*Uniform Policy:*

*Employees in this position are required to wear khaki pants or shorts and neutral colored belt as well as close toed neutral colored shoes and socks. Point Sebago provides uniform shirts and hats, employees must supply pants and shoes.*

*Cost of uniform: \$0*

*Uniform laundry: Participant responsibility*

**Dress Code:** Yes

*Description:*

*See uniform requirements, long hair must be tied back also facial hair must be neatly trimmed. Any offensive tattoos to be covered.*

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

*Shopping Trips, Trips to Major City, Trips to Nearby/Major Attractions, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Company Parties, Potlucks or Dinners, Sporting Events*

**Additional Details about Cultural Offerings:**

- Sebago Lake - boating, swimming, nature trails for hiking and walking
- 45 minutes from historic Portland, Maine
- White Mountain National Forest
- Acadia National Park and Downeast coastal communities
- Outlet shopping in Freeport, Maine and North Conway, New Hampshire

**Local Cultural Offering:**

- 50% off stays at any property off-season and 25% off in peak season

- 35% off General Store jewelry, clothes, gifts and soft drinks
- 35% off Restaurant bill
- Free use of Beach and Sports Center
- Free coffee, tea, and fountain soda
- 2 free golf passes including cart

## 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:**

Employees are assigned to a unit based on gender and arrival dates. We try and combine students from different countries to provide an enriching cultural experience. Full housing agreement will be signed upon arrival.

**Lease Agreement:** Yes

**Onsite Amenities:**

WiFi: Yes

Description:

WiFi at the employee residence area can be spotty, but internet access is available at multiple locations on the resort.

Phone Service: Yes

Description:

They can use their cell phones and if needed, we can work with the employee to provide access to a land line in the department.

Kitchen facilities: Yes

Description:

Each employee housing unit has a small but full kitchen including a refrigerator, stove and oven, and pots and pans to cook with.

Laundry facilities: Yes

Description:

Point Sebago provides a laundry area in the employee housing area with coin operated washers and dryers.

**Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 6

Suggested Occupancy Per Room: 2 - 6

**Rooming Arrangement Description:**

Employees are partnered with roommates based on gender and arrival dates. Housing is not co-ed. We do not guarantee any special housing arrangement, but we do work with students if issues develop. We also cannot guarantee that you will be housed with a traveling partner, though we do the best we can to place people as requested.

**Provided Housing Cost:**

Required to Pay for Provided Housing: Yes

Cost per Week: \$125

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

**Housing Deposit: Yes**

**Cost: \$300**

**Description:**

*The security deposits are withheld from your first full paycheck at the start of the season.*

**Housing Deposit Refundable: Yes**

**Conditions for Deposit Refund:**

*Inspections will be conducted prior to your departure.*

**Details About Deposit Refund:**

*The security deposits are refunded on your final pay check at the end of the season, as long as students pass the move-out inspection. This includes common areas.*

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

**Walking Commute Time**

*Estimated commute time: Under 15 minutes*

*Description: The walk to work is along the roads of the resort once you cross the main road on route 302.*

**Employer-Provided Transportation**

*Estimated commute time: Under 15 minutes*

*Employer-Provided Transportation is free of charge*

*Description: Employees would call our security gate to request a ride to work. The rides are only for coming on property to work, not to play.*

## ARRIVAL INFORMATION

#### **Arrival Instructions:**

*There are two options for your travel to Portland Maine. Point Sebago suggests flying into Boston International Airport (BOS) which offers more flight options and is typically more affordable for students.*

- 1) *Boston Logan International Airport (BOS). We recommend that students fly into Boston Logan International Airport (BOS) and take a bus or train to Portland, Maine (approximate travel time 2-2.5 hours). The cost of a one-way bus or train ticket to Portland will be about \$30.00. The Concord Coach Bus (<https://concordcoachlines.com/>) and the Amtrak Train Downeaster (<http://amtrakdowneaster.com>) both arrive at the Portland Transportation Center. Students MUST email their arrival information to Human Resources to [mbrume@covecommunities.com](mailto:mbrume@covecommunities.com) and [Bmacdonald@covecommunities.com](mailto:Bmacdonald@covecommunities.com) at least 2 WEEKS prior to arrival to the United States. Details about a scheduled pickup will be communicated to the student prior to their arrival.*
- 2) *Portland International Airport (PWM). Students also have the option to fly into Portland International Jetport (PWM) where we will be available to pick up students at the arrivals terminal. Students MUST email their arrival information to Human Resources at [mbrume@covecommunities.com](mailto:mbrume@covecommunities.com) and [Bmacdonald@covecommunities.com](mailto:Bmacdonald@covecommunities.com) at least 2 WEEKS prior to arrival to the United States. Details about a scheduled pickup will be communicated to the student prior to their departure.*
- *Arrival times and days - We are available to pick students up in Portland, Maine Monday through Friday between the hours of 8:00AM and 5:00PM EST. If you are arriving outside of these pick-up hours you will either need to coordinate your own transportation to the property or you will need to book a hotel until these available pickup times. The nearest hotel is the Hilton Garden Inn located at the Portland Jetport.*

#### **Suggested Arrival Airport:**

*Boston Logan International, BOS, Over 50 miles*

*Portland International Jetport, PWM, 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:**

Clarion Hotel Airport  
1230 Congress Street  
Portland, Maine 04102  
<https://www.choicehotels.com/maine/portland/clarion-hotels/me061?source=gyxt>  
(207)774-5611  
\$100 to \$150

Hilton Garden Inn  
145 Jetport Blvd  
Portland, Maine 04102  
<https://www.hilton.com/en/hotels/pwmpagi-hilton-garden-inn-portland-airport>  
207-828-1117  
\$100 to \$150

## TRAINING AND ONBOARDING

**Pre-Arrival Onboarding:** Yes

*It is required that you complete your electronic onboarding before arriving at the worksite. Instructions and access to the on-boarding portal will be sent to you within one month of your arrival date.*

**Social Security Number:**

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

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

*We provide transportation to the Social Security Office, and will help with follow-up if needed.*

*Nearest SSA Office: Portland, Maine, Less than 25 miles*

**Other:**

*Wage Payment Schedule:*

*Employees are paid bi-weekly on Fridays.*

*Meal Plan:* Not available

*Provide Certificates/Performance Evaluations:* Yes

*Hire in Groups:* No

*Grooming Requirements:*

*-Khaki pants or shorts or black pants are required for most positions. -Uniform shirts are provided by Cove Communities. -Hair must be clean and well-groomed. -Facial hair must be well-groomed. -Other than earrings, visible body piercings are not permitted. Gauges and tongue rings are not permitted (nose studs are permitted). -Tattoos with slogans, graphics, sayings or offensive wording should be covered (e.g., long sleeve shirt, gloves, etc.). -No heavy cologne, after shave, or perfume.*

*Second Job Availability:* No, unlikely

*Applicable Company Policies:*

*As a seasonal resort campground guest experience is a priority. Staff members are required to conduct themselves at all times in a manner that reflects Cove Communities values. Expectations will be explained in detail in our new hire orientation program and department specifics will be reviewed by your manager during the training period.*

*Smoking and vaping are only allowed in designated areas of the resort and are not allowed inside the housing units at any time. All cigarette butts MUST be placed in the appropriate disposable canisters and not on the ground.*

## COMMUNITY AMENITIES

***Walking Distance from Housing:***

*General Store*

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

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

***Unavailable:***

*Internet Cafe*

## Point Sebago - Housekeeper

### HOST INFORMATION

**Company Description:**

Point Sebago Resort provides first-class family vacations. Located in Maine on beautiful Sebago Lake, this 775-acre resort and 18-hole championship golf course has been a premiere family vacation destination for almost 50 years. The picturesque location, award-winning activities for adults and children, entertainment programs, and nationally-recognized 18-hole championship golf course combine to create the perfect vacation destination. The resort offers numerous ways to stay with choices of vacation rentals and RV sites. And, for those guests who just don't want their Point Sebago vacation to end, we offer unique vacation cottages for sale.

For our Work and Travel employees we offer a team environment, onsite housing and access to the Sebago Lake region of Maine. We also coordinate cultural enrichment activities and trips. In the past we've coordinated trips to Portland, Maine, Bar Harbor and Acadia National Park, the White Mountain National Forest and North Conway, New Hampshire, Boston, Massachusetts, and more. Portland, Maine is 45 minutes from Point Sebago and offers world class restaurants, historical sightseeing, and is a fun little city.

**Host Website:** <https://www.covecommunities.com/rv-resorts/maine/point-sebago/>

**Site of Activity:** Point Sebago

**Parent Account Name:** Point Sebago

**Host Address:** 261 Point Sebago Road Route 302 Casco, Maine, 04015

**Nearest Major City:** Portland, Maine, Less than 50 miles away

### PLACEMENT INFORMATION

**Job Description:****Job Summary:**

Our Housekeepers contribute directly to providing the best rental experience for our guests by ensuring a clean and well-appointed rental unit.

*Reports to:* Housekeeping Manager

**Primary Duties & Responsibilities**

- Provides excellent customer service to both our internal and external guests
- Performs spring cleaning of all rental units, bath houses and public areas.
- Cleans public buildings including bathhouses: all fixtures, floors, walls.
- Empties trash containers in all public buildings including bathhouses.
- Insures area adjacent to bathhouse is free from litter.
- Reports rental unit issues to the service department in a timely manner.
- Cleans rental units on check out days as assigned.
- Responsible for off season cleaning of rental units as assigned.
- Supports and follows Cove Communities policies at all times.

- All other duties as assigned.

#### **Living Our Core Values**

*Our Core Values are a way of life, not just empty promises. We're searching for Team Members who:*

- *Love what they do to make our guests' dreams come true and shows it through delivering service excellence authentically.*
- *Continually raise the bar by investing in their own personal development and looking for innovative ways to exceed our guests' expectations.*
- *Make every moment count, so our Team Members look forward to coming to work every day and our guests look forward to creating new memories on their return visits.*
- *Consistently do the right thing for our Team Members and guests by keeping promises and delivering on commitments, building trust along the way.*
- *Demonstrate kindness by following the 'Golden Rule', ensuring that Team Members and guests have a voice and feel valued.*

#### **Typical Schedule:**

*Variable, dependent on department needs.*

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

*Employees may be asked to assist in other departments as needed.*

#### **Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$18.5

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$840

**Bonus:** No

*\* All figures above are pre-tax*

**Estimated average number of hours per week:** 40

**Estimated minimum number of hours per week:** 40

**Estimated maximum number of hours per week:** 40

#### **Potential fluctuation in hours per week:**

*If business needs require a longer week, the employee may be asked to work overtime - though overtime is not guaranteed.*

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

#### **Overtime Policy:**

*Yes, paid after 40 hours*

## JOB REQUIREMENTS

#### **English Level required:**



**Advanced**

**Required to be 21+:** Yes

**Previous Experience required:** No

## **Qualifications & Conditions**

### **Lifting**

*Lifting requirement: 25lbs/11kgs*

### *Description:*

*May be repeatedly lifting up to 30 lbs.*

*Standing for entire shift*

*Handling cleaning chemicals*

*Working outdoors*

*Working under direct sunlight*

### **Need to wear uniform:** Yes

### *Uniform Policy:*

*Employees in this position are required to wear blue denim or khaki pants and neutral colored belt as well as close toed neutral colored shoes and socks. Point Sebago provides uniform shirts and hats, employees must supply pants and shoes.*

*Cost of uniform: \$0*

*Uniform laundry: Participant responsibility*

### **Dress Code:** Yes

### *Description:*

*See uniform requirements, long hair must be tied back also facial hair must be neatly trimmed. Any offensive tattoos should be covered up.*

## CULTURAL OPPORTUNITIES

### **Types of Cultural Opportunities:**

*Shopping Trips, Trips to Major City, Trips to Nearby/Major Attractions, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Company Parties, Potlucks or Dinners, Sporting Events*

### **Additional Details about Cultural Offerings:**

- *Sebago Lake - boating, swimming, nature trails for hiking and walking*
- *45 minutes from historic Portland, Maine*
- *White Mountain National Forest*
- *Acadia National Park and Downeast coastal communities*
- *Outlet shopping in Freeport, Maine and North Conway, New Hampshire*

### **Local Cultural Offering:**

- *50% off stays at any property off-season and 25% off in peak season*
- *35% off General Store jewelry, clothes, gifts and soft drinks*
- *35% off Restaurant bill*
- *Free use of Beach and Sports Center*
- *Free coffee, tea, and fountain soda*
- *2 free golf passes including cart*

## 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:***

*Employees are assigned to a unit based on gender and arrival dates. We try and combine students from different countries to provide an enriching cultural experience. Full housing agreement will be signed upon arrival.*

***Lease Agreement:*** Yes***Onsite Amenities:***

*WiFi: Yes*

*Description:*

*WiFi at the employee residence area can be spotty, but internet access is available at multiple locations on the resort.*

*Phone Service: Yes*

*Description:*

*They can use their cell phones and if needed, we can work with the employee to provide access to a land line in the department.*

*Kitchen facilities: Yes*

*Description:*

*Each employee housing unit has a small but full kitchen including a refrigerator, stove and oven, and pots and pans to cook with.*

*Laundry facilities: Yes*

*Description:*

*Point Sebago provides a laundry area in the employee housing area with coin operated washers and dryers.*

***Occupancy Requirements for Provided Housing:***

*Minimum Occupancy Per Room: 2*

*Maximum Occupancy Per Room: 6*

*Suggested Occupancy Per Room: 2 - 6*

*Rooming Arrangement Description:*

*Employees are partnered with roommates based on gender and arrival dates. Housing is not co-ed. We do not guarantee any special housing arrangement, but we do work with students if issues develop. We also cannot guarantee that you will be housed with a traveling partner, though we do the best we can to place people as requested.*

***Provided Housing Cost:***

*Required to Pay for Provided Housing: Yes*

*Cost per Week: \$125*

*Housing Cost Deducted from Paychecks: Yes*

*Utilities Costs: No*

*Housing Deposit: Yes*

*Cost: \$300*

*Description:*

*The security deposits are withheld from your first full paycheck at the start of the season.*

*Housing Deposit Refundable: Yes*

*Conditions for Deposit Refund:*

*Inspections will be conducted prior to your departure.*

*Details About Deposit Refund:*

*The security deposits are refunded on your final pay check at the end of the season, as long as students pass the move-out inspection. This includes common areas.*

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

##### *Walking Commute Time*

*Estimated commute time: Under 15 minutes*

*Description: The walk to work is along the roads of the resort once you cross the main road on route 302.*

##### *Employer-Provided Transportation*

*Estimated commute time: Under 15 minutes*

*Employer-Provided Transportation is free of charge*

*Description: Employees would call our security gate to request a ride to work. The rides are only for coming on property to work, not to play.*

## ARRIVAL INFORMATION

#### **Arrival Instructions:**

*There are two options for your travel to Portland Maine. Point Sebago suggests flying into Boston International Airport (BOS) which offers more flight options and is typically more affordable for students.*

- 1) *Boston Logan International Airport (BOS). We recommend that students fly into Boston Logan International Airport (BOS) and take a bus or train to Portland, Maine (approximate travel time 2-2.5 hours). The cost of a one-way bus or train ticket to Portland will be about \$30.00. The Concord Coach Bus (<https://concordcoachlines.com/>) and the Amtrak Train Downeaster (<http://amtrakdowneaster.com>) both arrive at the Portland Transportation Center. Students MUST email their arrival information to Human Resources to [mbrume@covecommunities.com](mailto:mbrume@covecommunities.com) and [Bmacdonald@covecommunities.com](mailto:Bmacdonald@covecommunities.com) at least 2 WEEKS prior to arrival to the United States. Details about a scheduled pickup will be communicated to the student prior to their arrival.*
- 2) *Portland International Airport (PWM). Students also have the option to fly into Portland International Jetport (PWM) where we will be available to pick up students at the arrivals terminal. Students MUST email their arrival information to Human Resources at [mbrume@covecommunities.com](mailto:mbrume@covecommunities.com) and [Bmacdonald@covecommunities.com](mailto:Bmacdonald@covecommunities.com) at least 2 WEEKS prior to arrival to the United States. Details about a scheduled pickup will be communicated to the student prior to their departure.*
- *Arrival times and days - We are available to pick students up in Portland, Maine Monday through Friday between the hours of 8:00AM and 5:00PM EST. If you are arriving outside of these pick-up hours you will either need to coordinate your own transportation to the property or you will need to book a hotel until these available pickup times. The nearest hotel is the Hilton Garden Inn located at the Portland Jetport.*

#### **Suggested Arrival Airport:**

*Boston Logan International, BOS, Over 50 miles*

*Portland International Jetport, PWM, 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:**

*Clarion Hotel Airport  
1230 Congress Street  
Portland, Maine 04102  
[\(207\)774-5611](https://www.choicehotels.com/maine/portland/clarion-hotels/me061?source=gyxt)  
\$100 to \$150*

*Hilton Garden Inn  
145 Jetport Blvd  
Portland, Maine 04102  
<https://www.hilton.com/en/hotels/pwmpagi-hilton-garden-inn-portland-airport>*

## TRAINING AND ONBOARDING

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

*It is required that you complete your electronic onboarding before arriving at the worksite. Instructions and access to the on-boarding portal will be sent to you within one month of your arrival date.*

### **Social Security Number:**

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

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

*We provide transportation to the Social Security Office, and will help with follow-up if needed.*

*Nearest SSA Office: Portland, Maine, Less than 25 miles*

### **Other:**

*Wage Payment Schedule:*

*Employees are paid bi-weekly on Fridays.*

*Meal Plan: Not available*

*Provide Certificates/Performance Evaluations: Yes*

*Hire in Groups: No*

### **Grooming Requirements:**

*-Khaki pants or shorts or black pants are required for most positions. -Uniform shirts are provided by Cove Communities. -Hair must be clean and well-groomed. -Facial hair must be well-groomed. -Other than earrings, visible body piercings are not permitted. Gauges and tongue rings are not permitted (nose studs are permitted). -Tattoos with slogans, graphics, sayings or offensive wording should be covered (e.g., long sleeve shirt, gloves, etc.). -No heavy cologne, after shave, or perfume.*

*Second Job Availability: No, unlikely*

### **Applicable Company Policies:**

*As a seasonal resort campground guest experience is a priority. Staff members are required to conduct themselves at all times in a manner that reflects Cove Communities values. Expectations will be explained in detail in our new hire orientation program and department specifics will be reviewed by your manager during the training period.*

*Smoking and vaping are only allowed in designated areas of the resort and are not allowed inside the housing units at any time. All cigarette butts MUST be placed in the appropriate disposable canisters and not on the ground.*

## COMMUNITY AMENITIES

### **Walking Distance from Housing:**

*General Store*

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

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

***Unavailable:***

*Internet Cafe*