

Alaska Marine Highway System Recruiting

Seasonal Stewards

Southeast = \$17.14-\$20.93/hour, **Southwest** = \$15.60-\$19.08/hour



The primary responsibilities of the Steward position are to provide "exceptional customer service" for passengers and crew onboard our vessels in a positive, professional and safe manner.

These positions perform a variety of housekeeping duties, heavy cleaning, galley duties and other duties as assigned aboard the AMHS vessels.

Our ideal candidate will possess the following experience and qualifications:

1. Two years of verifiable work history as a front line employee in the hospitality, tourism or retail industry with experience in at least one of the following service areas:
 - Housekeeping

- Food and beverage
- Tour guide/naturalist
- Front desk/reception/meet and greet
- Cashier/cash handling (computerized point of sale)

OR

2. A degree or Certificate of Hospitality from a nationally internationally accredited institution

MINIMUM QUALIFICATIONS:

- Must be at least 18 years old
- High School diploma or equivalent
- Must be eligible to obtain a TWIC and a MMC
- Ability to perform any required duties of the Steward's Department, with or without reasonable accommodation
- Must be willing to submit to a physical and drug test

REQUIRED DOCUMENTS:

As a condition of employment, you must obtain or possess the following required documents before your training date. You cannot be assigned to work without these documents.

- Transportation Worker Identification Credential (TWIC)
- Merchant Mariner Credential (MMC)
- Alaska Food Worker Card
- English Proficiency Test (for Basic Safety training)

FOR MORE INFO, CONTACT:
Alaska Marine Highway System
7559 North Tongass Highway
Ketchikan, AK 99901-9101
Main: **(907) 228-7255**
FerryAlaska.com/Employment

Applications accepted through Workplace Alaska:
doa.alaska.gov/dop/workplace

To apply using a paper application, follow the instructions on the Workplace Alaska "How to Apply" page.
Interviews and job offers begin in November-December 2015!

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**ALASKA DEPARTMENT OF LABOR
& WORKFORCE DEVELOPMENT**



We are an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

MEMORANDUM

State of Alaska

Department of Transportation & Public Facilities
Alaska Marine Highway System

TO: Recruitment Partners
DATE: September 28, 2015
TELEPHONE NO: (907) 228-6833
FROM: Hakan Sebcioglu
Ships Services Manager/Port Steward
SUBJECT: Recruitment Process for
AMHS Passenger Services
– 2015/2016

Greetings,

AMHS Passenger Services is getting ready to post the Steward position for 2016 season. We thank you for the help you offer, always, to the applicants and this office. You folks are often the 1st contact and your upbeat enthusiasm is a winner.

This document is intended for internal use as the guidance on our updated recruitment process for passenger services. The posting will be in Workplace Alaska starting next week and will run for 4 weeks. The attached brochure is ready for you to print; please display and hand out as needed. Printed versions of the new brochure are in the works and will be made available as soon as possible.

There are some changes on our recruitment process that we want to point out so you can better assist applicants.

1. The 4 required documents (TWIC, MMC, Alaska Food Card and English Proficiency) are required as the condition of employment; not for applying for the position.
2. Successful applicants will be asked to furnish these documents only after if they receive a job offer. The job offer will indicate the deadline when these documents will need to be presented.
3. Interviews will be in-person in Ketchikan and Juneau. We will offer video conferencing for applicants who cannot travel to interview locations. Dates will be advised to successful applicants upon decision to interview.
4. Approximate Timeline for Recruitment Process

SEP – OCT	NOV-DEC	JAN - MAR	MAR - APR	APR-MAY
Job Posting	Interviews/Job Offers	Prospective Employees Obtain Required Docs.	Training	Deployment

Timeline subject to change

The purpose behind this approach is to provide greater flexibility both for the applicants and the employer. We appreciate your help in making this recruitment season a success. Please let us know if you have any questions.

With Regards,

Attachment: Steward Recruitment Brochure - 2015