Position Details

Overview

Position Title: *Cafe Operator*

Position Code: *PC1650026*

Host Company Name: *Fountainhead (Wedgewood Resort)*

Host Company Description:
Fountainhead Development Inc. (FDI) established in 1985 is the largest real estate developer and hospitality organization in Fairbanks. We own and manage three hotels, over half of a million square feet of commercial leasing space, and a year-round commercial construction division.

FDI's hotels include Sophie Station Hotel, Wedgewood Resort and Bear Lodge (located on the grounds of Wedgewood Resort). Between these three properties there are 600 hotel rooms, two restaurants, two lounges, a café, and a beautiful convention facility.

We staff of over 150 year round employees and over 150 additional seasonal employees in a variety of jobs from construction to restaurants and hotels!

Fountainhead Development is committed to the Fairbanks community and proud of the role it has played in expanding commercial, retail, residential, and hotel opportunities within the community.

City: *Fairbanks*

State: *AK*

Gender Preference: *No Preference*

English Level: *Advanced*

Minimum Age: *21*

Earliest Start Date: *5/10/2027*

Earliest End Date: *8/25/2027*

Latest Start Date: *6/15/2027*

Latest End Date: *10/1/2027*

Position Details

Average Hours/Week: *>32*

Typical Schedule:
Varying morning, afternoon and/or evening hours to include weekends. Working Weekends is required. Hours are 32 to 45 per week.

Additional Hours Details:
Hours dependent on business levels. Participants can expect to work a split shift depending on employer needs.

Position Description:
Position Summary: Manage sales of merchandise and food & beverage items. Prepare and serve food and beverage items to guests. Provide exceptional guest service and information.

Duties:
• Open and close Café

• Greet and welcome guests
• Be familiar with, and describe menu items and specials
• Assist guests with menu selections and take orders
• Prepare and serve food and beverage items
• Answer inquiries pertaining to merchandise, hotel services, local attractions and activities
• Bus and clean tables
• Clean and/or sanitize work areas, utensils, and/or equipment
• Operate coffee machine
• Operate Point of Sale system
• Manage cash drawer and handle cash, checks and credit card payments
• Balance revenue at the end of the shift
• Communicate with Food & Beverage Manager as needed to meet guest's needs and maintain smooth operation of café and hotel functions
• All other duties as assigned
Education, Knowledge and Skills:
• Alaska Food Worker Card required
• Customer service experience preferred
• Barista experience preferred
• Cash handling and balancing experience preferred
• POS system experience preferred
• Knowledge of principles and processes for providing customer service, to include assessing needs, meeting quality standards, and evaluating customer satisfaction
• Knowledge of principles and methods for showing, promoting, and selling products or services.
• Strong oral communication skills, to include effectively conveying information to others, and giving full attention to what other people are saying and taking the time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
• Able to perform with sufficient physical ability and mobility to stand for prolonged periods of time; to occasionally sit, walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate restaurant equipment requiring repetitive hand movement and fine coordination including use of computer keyboard and/or touch pad; to verbally communicate to exchange information; to see and hear within a reasonable range for a cafe environment with or without correction.
Work Values:
• Service Orientation – actively looking for ways to help people
• Concern for Others – being sensitive to others' needs and feelings, and being understanding and helpful
• Tolerance – accepting criticism, and dealing calmly and effectively with high stress situations
• Dependability – being reliable, responsible, and dependable, and fulfilling obligations
• Cooperation – being pleasant with others and displaying a good-natured, cooperative attitude
• Attention to Detail – being careful about detail and thorough in completing tasks
• Integrity – being honest and ethical

Work Location: Wedgewood Resort – Seasonal Mid-May through Mid-September
Uniform:
• Black slacks
• Full, closed-toe and closed heel shoes with slip resistant soles
• Employer provided shirt
Minimum Age: 16
Fountainhead Development, Inc. is a drug and alcohol free workplace.

Required Duties:
Servers must have previous customer service experience and must have strong conversational English language skills (speak and understand).

Skills Required:

Servers must have previous customer service experience and must have strong conversational English language skills (speak and understand). You must be 21 years old or older for this position.

Supplies Required: *Your employer will provide you a uniform shirt.*

Please bring with you:
• Black slacks
• Full, closed-toe and closed-heel shoes with slip resistant soles

Supplies Cost:

Company Policies:

Interview Required?: *Yes*

Additional Information:

Training Dates:

Different Training Period Wage:

Physical Demands:
Must be able to stand for long periods of time; Must be able to work with cleaning and sanitation products; Performing duties which require bending, reaching, and/or lifting; Lifting & transporting up to 25/30/50/100 pounds

Drug Testing Requirements:

Meals Included:

Transportation:

Host Placement - Related Costs:

Benefits Provided by Host:

Pay Rate: *USD 14.50*

Pay Frequency: *Bi-Weekly*

Pay Notes:
Employees are paid every two weeks. Final paychecks will be available to you three working days after your last day worked.

Rent will be deducted from paycheck.

Overtime Available? *Yes*

Overtime Rate:

Days Before Start of Work: *0*

Tipped Position? *Yes*

Accepts Couples? *Yes*

Accepts Groups? *Yes*

Second Job Allowed? *Yes*

Company Provided Housing? *Yes*

Arrival Information

Recommended Airport: *Fairbanks International Airport in Fairbanks (FAI)*

Nearest Bus Station:
Local bus transportation is available within Fairbanks Alaska: http://www.co.fairbanks.ak.us/busroutes/default.aspx

Nearest Train Station:
Local train transportation is available from Anchorage to Fairbanks, Alaska. However, it only runs one day per week in the winter. Please check the website if planning to travel by train. You may receive a discounted train ticket if you contact Fountainhead Development prior to your arrival.

Transportation to Company:
You are responsible for getting to work. Local bus transportation is available within Fairbanks Alaska: http://www.co.fairbanks.ak.us/busroutes/default.aspx

Your employer will arrange for transportation from airport to housing if you arrive between the hours of 8am-5pm. If you arrive after this time, call 907-479-3650 for an airport pick up, or take a taxi/uber to Sophie Station at 1717 University Ave. Rooms for the night will be available for a reasonable price.

Reporting Instructions: *Please report to the employer on the start date listed on your DS 2019 form*

Travel Instructions:
It is best to fly directly to Fairbanks. Please be aware that it can be expensive to fly to Alaska. Purchasing a round-trip ticket is less expensive and provides a return date. Make your travel arrangements early to take advantage of the best prices. Please be certain that your local agency submits your flight arrangements to the Intrax Work Travel website at least 2 weeks prior to your arrival. Your employer will arrange for transportation from airport to housing if you arrive between the hours of 8am-5pm. If you arrive after this time, call 907-479-3650 for an airport pick up, or take a taxi/uber to Sophie Station at 1717 University Ave. Rooms for the night will be available for a reasonable price.

Nearest Social Security Office: *Fairbanks Social Security Office: 101 12th Ave # 138 Fairbanks, AK 99701 (907) 456-5390*

Social Security Instructions:
Please wait one week before applying for your social security card in Fairbanks. Be sure to obtain a receipt from your application to show to your employer.

Area Information

Area Information:
Area Description:
Fairbanks is located in the Interior region of Alaska and is the second largest city in the area. It is situated in a landscape that is thought of as subarctic, with lengthy and very cold winters and short, although surprisingly warm summers. Snow is rarely in short supply and on clear winter nights, this is a great city to visit for viewing the Aurora Borealis. Fairbanks plays host to a variety of International events, including an International Dog Sled Race that sees participants and spectators attend from around the globe. Wine tasting, Shakespearian productions and ice hockey all have a place in the city's extensive events calendar that will make visitors wish they were able to stay for longer.
Average Temperature:
The average summer temperature from May to September is 60-70 degrees Fahrenheit.
Altitude:
430 feet above sea level
Nearest Major Cities:
The nearest major city is Anchorage located 350 miles to the south.
Information Websites:
http://fairbanks-alaska.com/
Things to Do:
Fairbanks is a city that offers plenty of activities for its visitors, including the age old tradition of dog sled mushing. There is plenty of hiking and biking in the surrounding wilderness and extensive park system. Hot air ballooning and gold panning are some of this unique pursuits that tourists to the area can experience, and there are fishing boat charters available for keen anglers.
What to Wear:
Alaska in general is a relaxed and casual place when it comes to dressing. Because temperatures can vary greatly, clothing selection is important when you're visiting Alaska. One word of advice: layers. Always dress in layers, whether you're hiking or just walking around town. Even in the summer, bring a jacket to slip on when the sun slides behind the clouds. If you're planning a strenuous activity, consider dressing in something other than cotton. Clothing that wicks moisture away from the body and has the potential to dry quickly can be a real asset in Alaska's wilderness. Comfortable shoes are a must.

Cultural Opportunities:
Fairbanks, in Alaska's Great Interior, the majesty of Denali captures the horizon and thousands of caribou migrate across the tundra while Northern Lights dance above. Fairbanks offers you a variety of activities from the great outdoors to arts and culture. Fountainhead Development offers participants a great job in a supportive working environment, including providing housing to all international employees.

Website:

Additional Website Info:

Accomodation Option: On Site Employee Housing for Summer 2027

Company Arranged: *Yes*

Company Recommended: *Yes*

Description:
Address: 300 Wedgewood Drive, Fairbanks, AK 99701

Shared unit with up to 3 participants per room.

Fully furnished one and two bedroom apartments with fully equipped kitchen with cookware, dishware, and flatware. All kitchens have a full size stove and refrigerator as well as a microwave. Basic cleaning supplies are included - vacuum, broom, disinfectant. Residents provide their own soap, paper products, and personal bath amenities. Utilities are included, however apartments do not have televisions and WiFi is not included.

Estimated Weekly Cost: *USD 140.00*

Additional Weekly Cost:

Additional Cost Description:
A $250 deposit is required and is taken as payroll deduction out of the first two paychecks. $50 of this fee is nonrefundable as a cleaning fee. Monthly inspections are conducted and any damages resulting from negligence will be deducted from deposit at the close of each inspection. Participants must be prepared to move out immediately following final inspection and deposit will be refunded, minus damages, in cash. Move out inspections are available Monday through Friday.

Commute Options:

Commute Cost: *USD 0.00*

Company Provides Transportation: *No*

Estimated Distance to Company: *5 minute walk*

Gender Restrictions: *None*

Accomodation Option: On-Site Employee Housing for Winter 2026

Company Arranged: *Yes*

Company Recommended: *Yes*

Description:
Address: 212 Wedgewood Drive, Fairbanks AK 99701

Fully furnished including linens, towels, dishes, cookware, food storage containers. No TV, cable or Wi-Fi. Onsite laundry provided at employee expense. Hotel provides airport pickup 24/7. Housing deposit is refunded minus $50 cleaning fee.

Estimated Weekly Cost: *USD 140.00*

Additional Weekly Cost:

Additional Cost Description:
A $250 deposit is required and is taken as payroll deduction out of the first two paychecks. Monthly inspections are conducted and any damages resulting from negligence will be deducted from deposit at the close of each inspection. Participants must be prepared to move out immediately following final inspection and deposit will be refunded, minus damages and any cleaning fees, in cash. Move out inspections are available Monday through Friday.

Commute Options: *Walking*

Commute Cost: *USD 0.00*

Company Provides Transportation: *No*

Estimated Distance to Company:

Gender Restrictions: *None*