

CAREER OPPORTUNITY



“Keep Alaska Moving through service and infrastructure.”

PASSENGER SERVICES

Travel around the beautiful waterways of the great state of Alaska while working onboard our beautiful ships! This is a unique opportunity for those who like to go places and meet people... the Alaska Marine Highway System (AMHS) provides great pay and benefits, as well as an excellent opportunity to build or advance a rewarding maritime career.



We are looking for new candidates to join our Passenger Services department as a Steward. The primary role of the Steward position is to provide “Exceptional Customer Service” for passengers and crew onboard our vessels in a positive, professional and safe manner. Team members help with tasks in the galley, dining

room/cafeteria, crew & officer mess, public lounges, staterooms and all other areas as assigned.

SALARY INFORMATION

Starting pay ranges from \$15.60 to \$20.93 per hour depending on the position and operating region.



DESIRED KNOWLEDGE, SKILLS, AND EXPERIENCE

Professional cooking, food handling, and/or table service experience in food & beverage industry is highly desired. Strong computer skills, especially with using Point-of-Sale systems (computerized cash registers) and Microsoft Office programs preferred. Recent graduates with a degree or certificate from a culinary arts program are encouraged to apply.

REQUIRED CERTIFICATIONS UPON HIRE

To work onboard AMHS vessels, you must be in possession of the certificates listed below. You cannot be assigned to work without these documents and exceptions cannot be made. If offered the position, the successful applicants will be required to provide copies of these certifications to secure their place in the training program. Some of these certifications are issued by Federal Government agencies that might take several weeks or longer to obtain. Therefore, it is imperative for a successful applicant to start applying for these certifications as soon as a job offer is made. Fees associated with these certifications are the candidate's responsibility.

Transportation Worker Identification Credential (TWIC)

This credential is issued by Transportation Security Administration (TSA), a division of the Department of Homeland Security. The ability to obtain this credential will require a criminal history/background check. The application process takes several weeks and must be started before applying for the MMC (Merchant Mariner Credential). More information is available at <https://www.tsa.gov/for-industry/twic>.



Merchant Mariner Credential (MMC)

Please contact your nearest US Coast Guard (USCG) office for obtaining the

MMC. There are different versions of the MMC; you are applying for the entry level Steward with a Food Handler Endorsement. More information is available at <https://www.uscg.mil/nmc/credentials/>.

Alaska Food Worker Card

This card is issued by Alaska Department of Environmental Conservation (DEC). An application is available at <http://dec.alaska.gov/>.



English Proficiency Test (for Basic Safety training)

Proof of a passing score is required to attend Basic Safety Training. This test is administered through the University of Alaska Southeast (UAS). Please contact UAS Ketchikan Campus at uasktesting@uas.alaska.edu for instructions on how and where to take this test.

Training for Alcohol Professionals (TAP)® Certification

This certification is required for any crew member 21 and older. Information for obtaining this certification is available at <https://alaskatap.com/>.

APPLICATION PROCESS

Pursuing a career with AMHS is a lengthy process (average 6 months) and involves a considerable amount of time and resources for the applicant and the employer. This may not be an ideal position for those who are looking for short-term seasonal employment. Positions remain open until filled and candidates may submit their application throughout the year. We use an online application platform for our entire recruitment process. All communications are handled through the online application platform. Applicants must have a reliable, accessible email account that is monitored on a daily basis, including the spam folders. Non-responsive applicants will be removed from further consideration.

TRAINING

Successful candidates will need to attend the next available training program before they can join our team. Currently, training programs are offered in March and October. If a candidate with a job offer is not able to obtain the required certification mentioned above in time for the nearest training program, they will be deferred to next available training. If the prospective hire fails to attend the two consecutive training programs, they will need to reapply for the position. New hires furnish their own transportation to the training sites in Alaska. Additional information about training will be provided if selected for hire.

WORK SCHEDULE

Most crew work on a week on/week off assignment schedule. This is a 24/7 operation environment with various shifts. Working hours may vary from 8 to 12 hours in total, each day. Longer assignments may be possible, depending on the route. Since employer paid travel for dispatching purposes is limited to selected locations within the State, new hires will need to take residence in Alaska.

LIFE ONBOARD

This is a fast-paced and dynamic work environment with a very diverse workforce. Room and board is available on select vessels. Crew members stay in shared quarters on most vessels. Meals are provided at crew mess depending on the vessel. AMHS is a substance-free workplace and has a strictly enforced Drug & Alcohol Policy.

State of Alaska

Department of Transportation & Public Facilities

ALASKA MARINE HIGHWAY SYSTEM

7559 North Tongass Highway

Ketchikan, AK 99901-9101

Main: 907-228-7255

FerryAlaska.com/Employment