Applying for a new job is always an adventure. Working at Sunwapta is a much different experience than most people have had before. Not only are you going to be working in the middle of Jasper National Park, surrounded by pristine nature [here at Sunwapta Falls](https://goo.gl/maps/nNfn13eEwzN2), but you’re also going to be LIVING here too.

Trying to put ourselves in your shoes as an applicant, we think the best experience for you is to get all the info on what it's like to live and work with us. You should have access to this before, during and after your application process so you can feel confident about your decision to apply, pursue work and accept a job offer.

Remember, you can always email us directly at myjob@sunwapta.com with questions not answered here. If you've already had an interview the best person to answer questions is the person that interviewed you!

We’ve divided the most common questions into four sections for you:

1. Application Related Questions
2. Questions About Living at Sunwapta
3. Questions About Lifestyle
4. Questions About Hours and Payment

**I. APPLICATION RELATED QUESTIONS**

**Q. How do I apply?**

**A.** Easy! Just send your resume to myjob@sunwapta.com. If you want it to go a little quicker, then include 3 references with email addresses and phone numbers for each.

We reply within 24hrs. If you haven’t received an email, please check your junk folder.

**Q. Do you need 3 references and do you check them? I don’t have enough experience to provide 3 work references… what can I do?**

**A.** We do require 3 references and we do check each one. If you haven’t built enough experience for 3 work related references, here are some alternatives:

* personal references like a longtime friend of the family, an aunt or an uncle or any other mature person who has known you for more than 2 years (please no personal friends)
* school related references like a teacher or professor; any community person you might know from volunteering or activities outside of school.

**Insider tips for references:**

1. Your reference should be in the following format:
	1. First and Last Name
	2. Company or School (if applicable)
	3. Relationship to you (IE: Friend of family, manager at XYZ, math teacher at U of X)
	4. Phone
	5. Email Address.
2. Contact your references in advance and confirm phone number and email details. We are able to do references via email and that can reduce phone tag lag time.

**Q. How long does it take to get hired?**

**A:** How fast you are hired depends in part on your application, that you’ve done the [online questionnaire](https://www.surveymonkey.com/r/5G6QZ8H), your availability to have an interview, how easy it is to contact your references, and of course competition.

If you’ve heard from someone or had your first interview, congrats! After your interview, the best thing to do is maintain contact with your hiring manager. If you’ve had direct email or phone contact with them, the FASTEST way to find out where your application is at is with them, not through myjob@sunwapta.com.

**Q. Does Sunwapta sponsor foreign workers? If I don't have a valid work visa can you assist? Or can I just work for cash under the table?**

**A.** We are RARELY able to sponsor foreign workers and are not able to do LMIA at all. We **never** hire people not legally permitted to work in Canada and so **never** hire illegal immigrants or pay cash under the table.

**Q. What else should I prepare if I get a job with Sunwapta?**

**A.** You need the following:

1. **Valid and up to date Health Insurance**.
	1. If you’re Canadian, your provincial health card is all you need.
	2. If you are on a work visa, make sure you have adequate Travel Health Insurance to cover you!
2. **Social Insurance Number & Bank Account**: we can’t pay you if you don’t have BOTH!
3. **Valid and up to date picture ID**
4. **Talk directly to your hiring manager about dress code and any specific clothing you might need.**

**II. QUESTIONS ABOUT LIVING AT SUNWAPTA**

**Q. Do you provide accommodation? If so, how much does it cost and what’s included?**

**A:** Yes, we do! Because we are located 53km south of the town of Jasper, everyone lives on property! Staff rooms are located in our Accommodation Lodge. The staff rooms are on the top floor with guest rooms beneath, and the staff kitchen and other facilities on the ground floor.

During the application process your hiring manager will describe the accommodation in detail **but be sure to review our Tenancy Agreement so you are aware of all the rules and regulations of living with us!** This helps you understand the lifestyle we support and promote. It’s one based on mutual health, growth, support and positivity

**COST: Staff accommodation is $4.41/day (under $150/m), but** when you complete your job contract, you will get all your rent back.

**Q. What about utilities? How do I pay for heat, hot water, electricity, internet, etc.?**

Not a dime. Your rent includes heat, hot water, access to staff phone line with voicemail, satellite internet (see notes below), and satellite TV with channels like HBO, Movie Central, as well as news and entertainment channels.

**\*\*\*Note on internet:**

Internet is provided by satellite. If you’re not familiar with satellite internet, it’s not robust enough for online gaming, streaming online videos or uploading video. The bandwidth is very limited. It’s the only internet we can get, and we have 4 satellite systems. It’s SUPER expensive… the good news is, its’ good enough to use instant messaging, update social, do online banking and check email etc.

**Q. What are the staff rooms like?**

Staff rooms are ***small*** and basic. You will essentially be living in dorm-like accommodations. Your room has a bar fridge, sink and mirror, microwave and places for clothing and luggage. Due to our location and restrictions on development, most staff are required to SHARE a room with one other person, and your bathroom (toilet and shower) with 3 people total. View video and pictures at [www.sunwapta.com/jobs](http://www.sunwapta.com/jobs).

You can sit on the lower bed, reach across your room and grab something from the bar fridge. The rooms are roughly 110 sq ft. Our staff rooms are directly above guest rooms and of course other staff work all types of shifts. For this reason, quiet hours are 24hrs per day.

All rooms are ***strictly nonsmoking. This includes vaping.***

**Q. What do I do for food?**

**A**: Outside of the bar fridge and microwave in your room, the staff kitchen is equipped with fridges, stoves, pots, pans, and all the dishes you need to cook and eat. There is also storage area and personal lockers for food. You do not need to bring anything for cooking except for food.

There are two grocery stores in the town of Jasper, as well as a natural food market. We have 2 scheduled staff shuttles to Jasper each week. Your work schedule will be set up so you can always jump on one of these each week to buy groceries. These trips are for you to go grocery shopping, do banking, or just hang out in the town for a bit.

**Order from our restaurant:** You can order any meals you like from the restaurant for **40% off.**

We have occasional staff meals that are totally free.

**Q: Should I bring my car?**

YES! If you have one, it’s highly recommended. Parking is free at Sunwapta and it gives you a lot of freedom to explore the area or make trips to Jasper. You will need a National Park Pass for your car, which you can get for free from the [Jasper National Park office](https://goo.gl/maps/mUzALPa8Qit) with your employment letter.

**Q. What’s in between Sunwapta and Jasper? Are there stores, or gas stations?**

**A**: Nature, and more nature! Along the 55km stretch from Sunwapta to Jasper there are no gas stations, convenience stores or anything like that. In fact, we’re the FIRST facility south of Jasper on the Icefields Parkway. Take a peek at the [drive in fast motion here](https://youtu.be/fgW8NAQHgmQ). We like to say that if your looking to go grab a Tim Hortons, you’re looking at a 1.5hr return trip, so you might as well stick a hike or a swim in there too!

**III. QUESTIONS ABOUT LIFESTYLE**

**Q. What’s there to do and see in my spare time?**

**A**: If you’re interested in exploring the Park, maybe taking up hiking, going sightseeing, doing some camping then we are the place for you. Also, you’ll be joining 40 people at Sunwapta that are in the same boat and making new friends is a big part of the experience.

Areas to explore are literally too great to list. For basics on the many natural attractions, start by watching some of the vids on [YouTube](https://www.youtube.com/results?search_query=jasper+national+park) and take a peek at things to do on [TripAdvisor](https://www.tripadvisor.ca/Attractions-g154917-Activities-Jasper_National_Park_Alberta.html) or at this [special Google Map](https://www.google.com/maps/%4052.1882275%2C-117.7183826%2C8z/data%3D%213m1%214b1%214m2%216m1%211s1ymYt4FsPdZ2k5cQgf6DpPbYfcP8GYFve) with lakes, falls, hikes and more.

There are many paid activities in the Park that our partners offer at steep discounts or even free on occasion. These include the Columbia Icefields Snowcoach and Skywalk, Jasper Tram, Whitewater rafting, Maligne Lake Boat Cruise. Don’t forget all the free attractions like Athabasca Falls, Maligne Canyon, Pyramid Lake, Valley of the 5, Old Ft Point and many more!

**Q. I’ve heard lots of rumors about working in the mountains. I’ve heard that people party everyday. What’s it like at Sunwapta?**

**A**: We’re NOT that! We strive to create a bright, positive, mutually respectful atmosphere where people can safely live, work, and grow both professionally and personally.

We care about your success here, experiencing the Park, meeting new friends, learning new skills, saving money, and creating memories to last a lifetime! In short partying is not part of who we are or the lifestyle we’re looking to support here. All the regulations are clearly articulated in the Tenancy Agreement. The most important part is that we are respectful and courteous to guests, staff and everyone around us.

If there's anything that doesn't fit with you, your lifestyle, or you have questions, then you can always let us know early on.

**Q. What about special occasions like birthdays? Can I just rent some rooms and use the restaurant?**

**A:** For special occasions like big birthdays or celebrations we always recommend organizing a night out in the town of Jasper. Organize cheap accommodation in town (hostel, Athabasca hotel, or Astoria), hit the bars, and party like there’s no tomorrow! Just make sure you are ready for work for your next shift :)

Or maybe you are the type of person that would love to spend your birthday camping at the Big Bend or Honeymoon Lake with a few of your new friends!

On property guest rooms are for our guests, and your room is for you and your roommate only. Because of alternate shifts, staff accom is a 24 hour quiet zone so your everyone is able to rest and recharge.

**Q. What about using the Staff Kitchen for celebrations?**

**A:** The Staff Kitchen is a place where you can relax, cook food, catch up with friends, make plans for the day, do laundry etc. It’s where you fuel up for your days whether going out to explore or preparing for your next shift. We like to keep it really clean so that everyone can enjoy the space.

It’s good to think of your lifestyle now. What is it like? Do you enjoy partying a few times a week? Maybe you like to go clubbing or bar hopping. If so, Sunwapta may not be a good place for you.

Your health and safety are really important to us.

**Q. What is the smoking policy? Where can I smoke?**

**A**: All indoor areas including your rooms, are strictly non-smoking. There is no smoking permitted outside of your rooms either, as smoke easily drifts into other people’s space. The area around the property is a National Park which has fire-bans regularly. Fire is an extreme danger. The other issue is our property is small. It’s laid out in such a way that there is not a place you can smoke that is safe, comfortable and out of sight of the guests.

**Q. How do I stay in touch with friends and family? Do cell phones work? Is there internet?**

**A**: Cell phones **do not** have signal at Sunwapta, but don’t worry! We have a dedicated staff line with voicemail. Also, long distance phone calls are free in North America. If there's a real emergency we'll find a way for you to get in touch with your family.

The internet at Sunwapta is provided by satellite. It is the **only** internet available to us. We make every effort to improve our internet every year.

It’s important to ask yourself if this will be an issue. Be honest with yourself! What will it be like not to have instantly fast connectivity whenever you want?

**Q. What’s the pet policy? Can I bring any pets?**

**A**: For the safety and enjoyment of animals and people, we have a strict no pet policy, so make sure you make plans to have someone you know and love to take care of your special animal friend!

**IV. QUESTIONS ABOUT HOURS & PAYMENT**

**Q. What is the rate of pay?**

**A**: All front desk, housekeeping, retail, maintenance and kitchen positions start at **$17/hr**. We also pay a **$1/hr bonus** when you finish your contract. Restaurant staff make **$15.50/hr** + **tips**. Tips are paid out on your paycheque with all deductions already done for you.

In addition, you will receive all your rent money back when you successfully complete your contract with us.

We abide strictly to [Alberta Labour Laws](https://www.alberta.ca/overtime-hours-overtime-pay.aspx), so you will always be paid overtime when overtime hours are worked. We pay these each pay period and they will be noted on your pay stub.

**Q. How do I get paid, and how often? Do I need a new bank account?**

**A**: We pay by direct deposit.

You need a bank account. If you don’t have one we can’t pay you! If you are hired, we will provide a package of all the info we will require.

Our pay date cutoffs are the end of the month, and the 15th of the month. Your pay will arrive in your bank account on the 7th and the 22nd of each month.

**Q. How much will I work? Will I get full time hours?**

**A**: Most people work overtime. It’s rare that you will not hit 44hr work weeks. Hours are primarily determined by flow of business. Most departments operate on a 6 day work week with 7-8 hour shifts. If your department is slow, ask your manager if there are other departments you can help out in, as there are often additional hours to pick up.

**Q. How much money can I expect to save?**

**A**: The cost of living at Sunwapta is VERY LOW. You just need to pay for food and long distance calls (remember you get your rent back when you finish your contract). How much you save is really up to you, but this is a great opportunity for you to save for education, travel or whatever is on your list. **Of the exit interviews we did in 2020, 50% of our staff reported saving MORE than anticipated, and many saved over $5000.**

**Q. Can I talk to anyone that’s worked there before?**

**A**: Absolutely! There are returning staff every year, and we can arrange a way to connect you!

**V. MORE QUESTIONS?**

We want you to feel that you have all the info you need to make the right choice for you. In fact, your pre-arrival expectations should be as closely aligned with what life here is like BEFORE you arrive! This is our goal. Make sure you review our [tenancy agreement,](https://www.sunwapta.com/wp-content/uploads/2023/01/1.-2023-Sunwapta-Falls-Tenancy-Agreement.pdf) [jobs page](https://www.sunwapta.com/jobs/), and the job descriptions available. Please reach out anytime to myjob@sunwapta.com if you have further questions.