

## JOB DESCRIPTION

### **Job Title: Gate Attendant**

Hourly wage range: D

Status: Non-exempt

Flex work schedule: 7 days

Reports to: Coordinator

Flex work hours: 24 hours daily in season

### **Primary Job Function:**

To greet campers, provide campground information, accept payment for camping, complete appropriate pass and give directions to their campsite.

### **JOB REQUIREMENTS:**

- Must be at least age 18.

### **Essential Duties:**

1. Provide a friendly greeting to people arriving at campground and direct individuals, guests or vendors to the proper place following campground guidelines after logging their information in the system.
2. Provide a friendly greeting to people leaving the campground, collect any passes or fees and log their information in the system.
3. Communicate, in a positive manner, information about the campground.
4. Answer the phone in a polite, courteous tone.
5. Respond to the campground radio in a polite, courteous tone.
6. Send prospects/lookers, and those needing a refund, special pass or other requests to the office during office hours.
7. When the office is closed, answer phone, make reservations, take and document payments manage prospects/lookers, and those needing a refund, special pass or other requests according to published campground guidelines.
8. Notify the coordinator immediately of any incidences or extreme/unusual circumstances that could potentially harm someone or the campground or if a medical, fire or other emergency occurs.
9. Refer to published price schedule to determine correct price and accept payment for campground services.
10. When the office is closed, accurately complete all appropriate passes or receipts.
11. Direct traffic in a safe and efficient manner.
12. Notify office of needed supplies, cash needs, maintenance or concerns.

## **Other Duties:**

1. Keep supplies, information and work areas in an orderly manner.
2. Provide timely information to the coordinator about guest's suggestions, requests, concerns or complaints using guest comments form.
3. When the office is closed, utilize patrol to deliver messages, assist guests, route traffic and provide support during a medical, fire or other emergency.
4. Keep patrol and the coordinator apprised of important campground issues or situations by logging information in the campground communications system
5. Provide the coordinator or patrol with paperwork that identifies a camping guest who has stayed beyond their paid through date.
6. Notify the coordinator if you need to leave the gate unattended for any reason during your shift.
7. Have a good knowledge of campground amenities and rules to enthusiastically market our facility and services to potential seasonal and overnight campers.
8. Be discreet and keep confidential all information about park business and our guests. Do NOT discuss campground business and information about our guest without prior approval of the coordinator.
9. Attend training and develop relevant knowledge and skills as requested by the coordinator.

## **Job Skills Needed:**

**COMMUNICATION SKILLS:** A gate attendant needs to be a good communicator who is able to explain campground information. This individual must be able to read and speak English. They must have good listening skills to understand and exceed guests' expectations.

**MATHEMATICAL SKILLS:** A gate attendant must have basic math skills and able to use a calculator.

**MACHINE SKILLS:** A gate attendant needs to be able to operate a cash register, enter keystrokes on a credit card machine, operate a time clock and use a computer terminal to enter camper reservations and information, and be able to replace paper or ribbons in these machines.

**INDEPENDENT JUDGEMENT:** A gate attendant may need to exercise independent judgment within the parameters of established campground guidelines to discern who may enter the campground. A gate attendant must notify the coordinator before asking a guest or individual to leave the campground. A gate attendant may notify the hospital, emergency, police or other protective agency upon their own judgment, however, the coordinator must be notified as soon as reasonably possible of the situation.

**CRITICAL THINKING SKILLS:** Occasionally a gate attendant must be competent in analyzing a situation quickly and address issues as they arise, sometimes in a fast paced environment. A gate attendant must realize priorities keeping safety first and react with the best outcome for all concerned.

KNOWLEDGE: A gate attendant must have working knowledge of appropriate etiquette, politeness and professional demeanor when dealing with the public.

Education Requirements: The gate attendant must have graduated from high school or obtained a GED or documented educational equivalent and a valid driver's license.

**PHYSICAL REQUIREMENTS:**

- The job requires standing on hard surfaces for long periods of time in order to greet guests.
- The job allows some sitting during slow times of the gate attendant's shift.
- The job requires occasional stooping or bending to reach under desk surfaces or into cabinets.
- Gate attendant may need to turn or twist their body to perform this job.
- Occasionally there is some stretching by the Gate attendant to reach someone handing them something from a high RV or tall truck.
- The gate attendant must go from the gate house to the camper's vehicle to obtain payments, give information or complete passes which requires walking.
- The gate attendant is not required to run.
- No climbing is required for the Gate Attendant.
- The gate attendant will normally lift less than two pounds while on the job. Some boxes or mail will be delivered at the gate house or in an emergency a fire extinguisher may be required to be operated that weighs more than two pounds.