

Park County

Job Description



Title: Gate Attendant	Code:
Division: Office Operations	Effective Date: 4/19/2016
Departments: Events	Last Revised:

GENERAL PURPOSE

Serve as the front-line sales and information representative for events, including the Park County Fair. Provide excellent customer service in responding to event patrons at facility entrance gates. Perform duties related to the general operation of gate admittance and parking. Responsible for daily ticket sales reconciliation. The Gate Attendant welcomes patrons, sells and collect tickets and passes at the facility entrances. Gate attendants are responsible for enforcing facility and event rules, knowing fair information and providing outstanding guest service. Conduct all duties necessary to maintain the fair gate areas are clean, safe and operable condition.

SUPERVISION RECEIVED

Works under the general supervision of the Cash Vault Teller Supervisor.

SUPERVISION EXERCISED

None, although may serve as project leader or provide guidance to other department staff.

ESSENTIAL FUNCTIONS

Adhere to facility and event policies and procedures.

Welcomes patrons and provides excellent customer service to internal and external customers and suppliers. Assist patrons and vendors with questions regarding tickets, passes, schedule and events.

Collect money for fair entrance and parking fees. Must be able to make correct change.

Reconcile daily sales. Perform daily cash-out procedures balancing tills and sales, following established fair guidelines and procedures.

Prepare gate entry facility for fair patrons.

Be familiar with fairgrounds and facilities in general and the activities and events including the Park County Fair, order to address questions from fair patrons and other visitors regarding general directions and emergency issues relating to personal safety.

Assist as needed at the fairgrounds exhibit set-up and tear down.

Always be friendly and courteous in dealing and conversations with the general public, volunteers and other staff members.

Maintain a regular and punctual attendance. Must be able to work flexible hours including nights and weekends.

May be required to drive County vehicles or equipment in performance of job duties.

Communicate issues, challenges and deficiencies to supervisor that prevent successful completion of assigned tasks, projects or duties, goals, objectives or action plans. Assist in identifying and minimizing risks to individuals, livestock and animals, and equipment. Assist with traffic flow and other crowd management duties. Reports suspicious activities and suspected violations of policies, as well as local, state and federal laws, etc.

QUALIFICATIONS

1. Education and Experience:

- A. Graduation from high school or equivalent preferred.
- B. Cash handling experience and knowledge of hand held devices preferred.
- C. Valid driver's license preferred.
- D. Reliable transportation required.
- E. Must be at least 16 years of age; 18 years of age or older preferred.

2. Required Knowledge, Skills, and Abilities:

Strong work ethic required.

Must follow department / division dress code.

The ideal candidate will be proactive, optimistic team player, have a positive attitude and the ability to multi-task as well as the following:

Must be able to communicate effectively with public, verbally and in writing; maintain effective working relationships with supervisors, fellow employees, and the public. Must be able to read and understand written information. Ability to write legibly and understand and apply specific rules. Must be able to comprehend and execute instructions.

Ability to use a computer for moderate periods of time.

3. Special Qualifications:

Must complete and pass background check.

4. Work Environment:

Typically performs in an outdoor setting in hot/cold conditions, and possible inclement weather.

Tasks require a variety of physical activities involving walking, standing, stooping, climbing, lifting, reaching, balancing, kneeling/bending, crouching, crawling, twisting, talking, hearing and seeing.

Requires some climbing and lifting, dealing with the public and walking within the facility for extended periods of time.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date: _____