



Muskingum Watershed Conservancy District Position Description and Requirements

Position Title:	Gate Attendant Supervisor	Date:	December 19, 2016
Department:	Recreation	Classification:	Seasonal (S)
Reports to:	Park Mgr and/or Asst. Park Mgr	FLSA Status:	Non-exempt
Directly Supervises:	Gate Attendant(s)		

Summary of Responsibilities

Responsible for supervising Gate Attendants in monitoring and controlling access into the park and camp areas, giving instructions and directions to park guests, collecting entrance fees, processing camping registration permits, processing daily receipts and completing daily reports.

Directs the day-to-day activities of assigned Gate Attendants and creates the schedule for the same.

Practices standard MWCD safety procedures in performing job duties and assists other MWCD personnel as required.

Provides excellent customer service when interacting with MWCD guests.

Provides on the job training to gate attendants and communicates employee and customer issues to park management.

Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Essential Functions *include the following. Other duties may be assigned.*

Greets guests in a positive and professional manner. Collects park fees, provides accurate change, issues receipts, and accurately maintains deposit logs and accounts for all revenue collected during the shift. Utilizes reservation system to register campers and point of sale system to account for payments.

Responds to visitor questions, requiring the basic knowledge of the MWCD and the park. Provides brochures and gives directions.

Conveys basic park rules and regulations to guests. Communicates with staff and public safety officials during emergencies.

Conducts litter pick-up surrounding the gate area and reports public hazards to supervisor and/or Park Ranger. Notifies Park Ranger of any suspicious persons entering through the park gate.

Maintains inventory of necessary supplies and notifies Park Manager when reordering is required.

Notifies appropriate manager of any safety concerns realized while performing job duties.

Notifies appropriate manager of employee issues among gate attendant staff.

Skills and Abilities

Education: High school diploma or general education degree (GED); and one to three months related experience and/or training; or equivalent combination of education and experience.

Experience: General office experience preferred. Previous supervision experience is preferred. Customer service experience is preferred.

Computer Skills: Basic computer skills required

Certifications & Licenses: Driver's license valid in the state of Ohio

Abilities: Ability to maintain confidential information. Good communication skills and the ability to work well with the public are required.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls and reach with hands and arms. The employee is frequently required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and the ability to adjust focus.

Work Environment

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Other Requirements, Expectations, or Unusual Conditions

Overtime work is required as necessary. This position requires weekend, evening and holiday work.

MWCD has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.

By signing here, I acknowledge that I have read and understand the position description and requirements for this position.

Signed _____

Date _____