

EAST BAY REGIONAL PARK DISTRICT

GATE ATTENDANT

GENERAL FUNCTION

Under supervision, performs a wide variety of public contact service involving the collection of fees at entry gates and other requisite administrative tasks in support of park visitors and staff.

ESSENTIAL FUNCTIONS

Greets visitors, collects park fees, provides accurate change, issues receipts, accurately maintains deposit logs and accounts for all revenue collected during the shift, responds to visitor questions, maintains inventories of necessary supplies, provides brochures, gives directions, takes reservations, conveys park rules and regulations, communicates with staff and public safety officials during emergencies, conducts litter pick-up surrounding kiosk, and reports public hazards.

OTHER FUNCTIONS AND DUTIES

May perform other duties as assigned and assist other employees with park projects.

MINIMUM QUALIFICATIONS

Students: Equivalent to completion of the tenth grade, and 16 years of age or older. Must be in attendance at, or on legitimate leave from, a high school, trade school, college or university, and must be enrolled in at least one course for the upcoming semester.

Seniors: Senior Citizens

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of park rules and regulations, knowledge of park amenities including trails, knowledge of how to operate automated cash drawer and other electronic equipment including phone and communications radio, and knowledge of excellent customer service principles. Excellent verbal communication skills and competent mathematical skills. Ability to follow directions. Ability to establish and maintain positive working relationships with those contacted in the course of work at all levels, including a culturally diverse public, with a focus on quality service to internal and external customers. Ability to remain calm under pressure.

SPECIAL CONDITIONS OF EMPLOYMENT

A Gate Attendant:

- is required to wear a prescribed uniform;
- must pass a cash handling test;
- may be required to work irregular hours, including weekends and holidays as needed;
- may be required to work alone for extended periods of time between visitors and/or in inclement weather;
- may be required to possess a valid California driver's license; this is required in order to drive a District vehicle or utility cart.

REPORTS TO: Lead Gate Attendant or Park Supervisor

Employment Category: Seasonal

Adopted by the Board of Directors: May 1978

Revision Approved by General Manager: September 5, 2003

Revision Approved by General Manager: August 15, 2011