

EAST BAY REGIONAL PARK DISTRICT

LEAD GATE ATTENDANT

GENERAL FUNCTION

Under general supervision, to supervise a minimum of four (4) Gate Attendants and perform 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

Supervises the maintenance and operation of a fee collection station. Accounts for all revenues collected during the shift. Maintains harmonious relations with the public by ensuring the Gate Attendants are informed regarding the park and provide courteous service.

OTHER FUNCTIONS AND DUTIES

Performs the duties of Gate Attendant as needed. May perform other duties as assigned and assist other employees with park projects.

MINIMUM QUALIFICATIONS

Education: Completion of high school or equivalent GED certificate. 18 years or older; and

Experience: Six months of cash handling experience.

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 and supervisory principles. Excellent verbal communication skills and competent mathematical skills. 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 Lead 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;
- must possess a valid California state driver's license; this is required in order to drive District vehicle or utility cart;

REPORTS TO: Park Supervisor

SUPERVISES: Gate Attendants

Employment Category: Seasonal

Adopted by the Board : May 21, 2002, Resolution No. 2002-5-122

Revision approved by General Manager: August 15, 2011