



GALVESTON
★ ISLAND ★
Park Board of Trustees

Job Title: Gate Attendant
Salary: \$10.55 per hour
Classification: Part-time, year round
Reports to: Seawolf Park Manager
Department: Seawolf Park

Job Summary: This position is the 'face' of the organization and is the first person to interact with visitors to the Park. This position manages cash and credit card transactions utilizing a cash register and credit card machine, issues receipts and handles routine and non-routine customer service issues.

Minimal Qualifications:

- Fluent in English both verbally and in writing; bilingual in Spanish preferred.
- Basic math skills and ability to process cash and credit card transactions with the aid of a calculator or computer
- Ability to communicate effectively, with tact and professionalism with the public
- Excellent customer service skills
- Ability to operate basic computer software programs, keyboard and mouse
- Ability to operate a golf cart
- Punctual, in-person attendance is required for this position
- Must be able to work with minimal supervision
- Must be at least 16 years of age

Required education, current certifications, licenses and trainings:

- Certified Tourism Ambassador Certification or ability to become certified. This training is offered and paid for by the employer, and requires the ability to read and write
- High school diploma or equivalent

Work Schedule:

- Must be available to work all shifts as assigned, and as needed to meet operational goals
- Shifts and days worked vary according to operational needs and weather conditions
- Must be available to work all holidays, weekends and special events
- Shifts are generally 8 to 12 hours per day

Essential Job Tasks:

- Promote good public relations through friendly, helpful, accurate communication with park visitors
- Collect fees and issue tickets and wristbands to park visitors
- Accurately make change and ensure cash drawer is maintained each shift
- Calculate total payments received during the shift and reconcile with total sales
- Accurately complete daily reports and forms
- Ensure adequate supply of tickets and wristbands at the beginning of each shift
- Maintain a neat and orderly work area
- Provide discounts to qualifying guests (military, Park Board staff)
- Perform park walkthrough, monitoring for safety and compliance with rules and procedures
- Resolve park visitor concerns when possible, and refer escalated issues to the on-duty manager as necessary



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Essential Job Tasks (continued):

- Work effectively with other employees and park visitors, assisting in any other job tasks associated with the successful operations of the park
- Perform all other duties as assigned

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Must be able to work in an indoor and outdoor environment for duration of shift
- Must be able to physically perform all job requirements which include sitting, standing and operating a phone, cash register and computer for at least eight hours per day
- Office space is located in an elevated building, and employee may be required to ascend and descend stairs to reach work space
- Must be able to occasionally stoop, kneel or crouch
- Must be able to frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds unassisted
- Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus
- Must be able to read, write and comprehend both written and oral communications, as well as respond in written and oral communication.

This job description describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

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