



**GALVESTON**  
\* ISLAND \*  
*Park Board of Trustees*

**Job Title :** Gate Attendant  
**Salary:** \$8.25 per hour  
**Classification:** Seasonal  
**Reports to :** Park Manager  
**Department :** Stewart Beach/East Beach

**Job Summary :** This is a front-line customer service position which requires physical stamina to stand for long periods of time in an outdoor work environment. Gate attendants are responsible for managing cash collected from selling tickets and wristbands to patrons entering the beach park.

**Minimal Qualifications :**

- Fluent in English both verbally and in writing; bilingual in Spanish preferred
- Ability to communicate effectively with the public, using tact and professionalism
- Basic math skills to accurately make change
- Excellent customer service skills
- Ability to stand, walk or sit for 8 or more hours a day
- 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

**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, and are generally 8 to 12 hours per day
- Must be available to work all holidays, weekends and special events

**Essential Job Tasks :**

- Collect fees from customers for entrance into the park
- Accurately make change using cash
- Direct cars to planned parking spots
- Promote good public relations through friendly, helpful, accurate communication with park guests
- Accurately complete daily reports and forms
- Maintain a neat and orderly work area
- Relay park rules and city ordinances to guests upon entrance into the park
- Follow verbal and written instructions
- Assist in the maintenance of the park to include garbage handling and removal, maintenance of restrooms and the physical appearance of common guest areas.
- Demonstrate a team player commitment



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Stewart Beach / East Beach

**Essential Job Task s (continued):**

- Field routine and non-routine questions from guests about the park and Galveston Island
- Handle large volumes of guests through the gate, while maintaining a high level of customer service and cash handling accuracy
- Must be able to work under pressure and with difficult or challenging guests
- Resolve guest concerns when possible, and refer escalated issues to the on-duty manager as necessary
- Work effectively with other employees and park guests, assisting in any other job tasks associated with the successful operations of the park
- Assist with special projects for all parks
- 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: squatting, crouching, reaching, bending, twisting at the waist, sitting, standing
- Office space is located in an elevated building, and employee may be required to ascend and descend stairs or ramp to reach work space
- Must be able to frequently lift and/or move up to 20 pounds unassisted. and occasionally lift and/or move more than 20 pounds assisted
- 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.

Received by \_\_\_\_\_

Date \_\_\_\_\_