

ROCKPORT BEACH BOOTH ATTENDANT - POSITION SUMMARY:

The Ticket Booth Attendants main responsibility is to sell and collect money for daily/annual Rockport Beach admission. You will be an informed resource to all guest utilizing the facility, answering questions about Rockport Beach policies and procedures, pricing and rates. Ticket Booth Attendants are expected to maintain a professional appearance and attitude at all times, along with providing a high standard of customer service. This position is seasonal.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Reports directly to the Rockport Beach Operations Coordinator/Supervisor
- Operate cash drawer, credit card terminal, and manage cash till
- Greets guest and initiates friendly interaction
- Provide excellent customer service and communicate effectively
- Checks residency verification providing correct pricing for admission and redirects when required.
- Ability to sell and collect money for Rockport Beach general admission, season passes, cabana rentals and small groups and parties.
- Answers questions and provide accurate Rockport Beach pricing information, policies and procedures
- Adheres to all ACND emergency protocols and procedures.
- Maintains cleanliness, organization and rotation of all areas, products and supplies
- Communicates with supervisor regularly
- Maintains flexible schedule in order to meet needs as business dictates.
- Work independently, effectively manage own time and multi-task in a fast-paced, high production environment.
- Diffuse conflicts and report inappropriate behavior or refusal to follow guidelines to supervisor.
- Performs any and all other related duties or assignments as assigned.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

REQUIRED EDUCATION AND EXPERIENCE:

- Must possess a valid Texas Driver License.
- Successful candidates must pass pre-employment drug screen, background check.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to serve the public and fellow employees with honesty and integrity.
- Knowledge of federal, state and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- Knowledge of ACND policies and procedures.
- Ability to communicate and interact effectively with members of the public and co-workers.
- Good Customer Service Skills
- Skilled in effective oral and written communication.
- Skilled in the use of standard point of sale equipment.
- Ability to exercise sound judgment in making critical decisions.
- Skilled in resolving customer complaints and concerns.
- Skilled in completing assignments accurately and with attention to detail.
- Ability to analyze, organize and prioritize work while meeting multiple deadlines.
- Ability to process and handle confidential information with discretion.
- Thorough knowledge of hazards, safety rules, and regulations applicable to area of responsibility.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.
- Perform any and all other related duties or assignments as assigned.
- Able to stand, lean, reach, step, and bend for extended periods of time as necessary.