

# Seasonal Ticket Attendant

*Reports to Entrance Gate Manager/Assistant Manager*

*Seasonal Position (March-October)*

*Hourly, Non-Exempt*



## **SKILLS REQUIRED:**

- Excellent customer service skills.
- Excellent communication skills.
- Willingness to work as a team member.
- Ability to accurately count US currency.
- Must have good manual dexterity.

## **SPECIALIZED TRAINING REQUIRED:**

- Must score 90% or higher on mathematical skills exam.
- On-the-job training of cash handling and POS cash register operation.
- Attend Park-wide orientation at earliest scheduled opportunity.

## **EDUCATIONAL REQUIREMENTS:**

- High school diploma or GED preferred, but not required.

## **AGE RESTRICTIONS:**

- Must be at least 16 years of age.

## **SAFETY AND HEALTH REQUIREMENTS:**

- Must be physically able to stand for extended periods of time for shifts up to 12 hours.
- Must be able to lift in excess of 20 lbs.
- Responsible for personal health and safety.
- Must adhere to Park-wide 20 mph speed limit. (2 mph through front gate).
- Follow all Park safety and first aid guidelines.

## **GENERAL ACCOUNTABILITIES:**

- Utilize excellent customer service skills.
- Must maintain an average of "8" or greater on Mystery Shops scores.
- Must attend all required Park functions, events, classes, workshops and meetings.
- Must abide by all Park policies and procedures.
- Must demonstrate pride in the Park and its core values and uphold its Mission Statement.
- Responsible for ethical business practices.

## **PRINCIPLE ACCOUNTABILITIES:**

- Cash register operations. Correctly total guest purchases, receiving cash, or credit/debit card payments, and making correct change.
- Must serve each guest pleasantly and efficiently.
- Must provide correct answers to guest questions concerning their Park experience.
- Must adhere to the cashier accountability program which requires all associates to balance within (+/- \$2.00) of shift totals.

## **EXPECTATIONS:**

- Must be willing to work fluctuating work schedules, including nights, weekends and holidays.

Fill out the General Application [here](#).