



Position Title: Seasonal Ticket Attendant

Level: Hourly Non-Exempt

Reports To: Gate Manager and/or Gate Assistant Manager

Skills Required:

- Excellent Customer Service & Communications Skills.
- Willingness to work as a team member.
- Accurately count US currency.

Specialized Training Required:

- On the job training of cash handling and Point of Sale ticketing systems.

Requirements:

- High School Diploma or GED
- Must be at least 18 years of age.

Safety and Health Requirements:

- Must be able to stand for extended periods of time.
- Must be able to lift 35lbs.
- Responsible for personal health and safety.
- Must adhere to park wide 2mph – 20mph.
- Follow all GMSF safety and first aid guidelines.

General Accountabilities:

- Utilize excellent customer service skills.
- Must attend all required GMSF function, event, classes, workshops and meetings.
- Must abide by all GMSF policies and procedures.
- Must demonstrate Grandfather Mountain pride and its core values and uphold our Mission to “Inspire conservation of the natural world by helping guests explore, understand and value the wonders of Grandfather Mountain.”
- Perform ethical business practices.

Principle Accountabilities:

- Ability to process customer transactions in a prompt, pleasing and efficient manner.
- Uphold the Grandfather Mountain Hospitality Spirit and help visitors walk away with an amazing experience and leave with a deeper appreciation of nature and our environment.

- Ability to give proper directions and advice to guests concerning other visiting opportunities in the High Country.
- Ability to maintain a clean and neat appearance of the Gatehouse, booths and surrounding grounds. (This includes; sweeping, mopping, vacuuming, dusting, garbage collection, stocking supplies, sweeping parking lots of debris, etc.
- Maintain a work environment of teamwork and lateral service, so that the needs of our guests and each other are met.

Expectations:

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

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