



SPLASHDOWN BEACH

Main Gate Job Description

Revised: 3/30/2021

GENERAL PURPOSE

Main Gate team members work directly with our Operations Supervisors, Customer Service Manager and Team Members as well as Management Staff. They are responsible for greeting our guests in a kind professional manner while observing and assisting guests with the admission process to enter the facility. This position communicates directly with our customers and works with the Operations and Customer Service Team.

ESSENTIAL DUTIES/RESPONSIBILITIES

- Ensures all guests are given responsive, friendly, and courteous service at all times.
- Checks all proper documentation needed to gain entry into the facility.
- Assists and escorts guests through the main gate and to any designated areas.
- Provides guests with a hand stamp when exiting the facility temporarily.
- Monitors the park exit and ensures that no children exit without their parent or guardian.
- Ensures that the guest meets guidelines for re-admittance after exiting temporarily.
- Performs routine trash clean up of the Boardwalk, the Main Entrance, and all Trash/Recycle Containers.
- Responds to all guests needs or complaints while maintaining the highest level of guest relations and professionalism at all times.
- Attends regularly scheduled staff meetings, training programs as required.
- Willing to assist in other areas of park operations such as Parking, Bag Check Security, Locker Rentals, Arcade, and Slide Attendants.
- All Splashdown Beach staff are required to assist in maintaining park cleanliness and ensuring guest safety.

JOB QUALIFICATIONS

- Must be 15 years of age or older.
- Ability to be on your feet for extended periods of time.
- Personal drive, action-oriented, quick learner.
- Ability to observe and analyze safety situations and determine appropriate course of action.
- Ability to thrive in a busy, fast-paced team environment as well as work independently.
- Must possess excellent communication skills, multi-tasking, and problem solving skills.
- Training on all equipment and water attractions will be provided to the right candidate.
- Ability to lift 50 lbs.
- Flexible Schedule. Must be prepared to work weekends and holidays.