



SPLASHDOWN BEACH

Ticket Booth Agent

Job Description

Revised: 3/30/2021

GENERAL PURPOSE

The Ticket Booth Agent will provide critical support to the SplashDown Beach customer service and revenue producing departments. This position communicates directly with guests by providing information about all aspects of the Waterpark, assists with ticket sales, and season pass processing at the main gate.

ESSENTIAL DUTIES/RESPONSIBILITIES

- Ensures all guests are given responsive, friendly, and courteous service at all times.
- Responsible for daily ticket and diaper sales, processing season passes, and handling customer requests.
- Responsible for knowing all prices and promotions available.
- Ticket Booth Agents are responsible for implementing park policies and making the policies clear to the guests.
- Works with the Customer Services Manager to process final payments for group, cabana and party bookings.
- Ticket Booth Agents are responsible for handling large sums of money and high volumes of guests; ability to work quickly and accurately is a must.
- Follows correct cash handling procedures.
- Assist other customer service areas as necessary which can include but not limited to; maintaining displays for the gift shop are clean and maintained at all times during the season.
- Works closely with park managers to ensure clear communication between all departments to maintain a clean, safe friendly environment for all staff and guests.
- A willingness to be crossed trained in the Gift Shop and Season Pass Booth.

JOB QUALIFICATIONS

- Applicants must be 16 years of age or older.
- Ability to prioritize tasks and handle numerous assignments simultaneously.
- Personal drive, action-oriented, quick learner.
- Ability to be able to stand in the heat for long periods of time.
- Ability to thrive in a busy, fast-paced team environment as well as work independently.
- Must possess excellent communication, the ability to multitask, problem solving skills, and exceptional organizational skills.
- Knowledge of Microsoft Word and Excel.
- Experience on a register is helpful, but not required. Training on proprietary software will be provided to the right candidate.
- Ability to lift 50 lbs.
- Flexible Schedule. Must be prepared to work weekends and holidays.