

LOWER MAKEFIELD TOWNSHIP

JOB TITLE: GATE ATTENDANT
DATE: JANUARY 2019
DEPARTMENT: POOL
SUPERVISOR: POOL OPERATIONS MANAGER

Position Summary:

The role of Gatekeeper at The Pool at Lower Makefield Township is to provide positive customer service while monitoring admission to the facility during operational hours. A Gatekeeper is expected to assist in the customer experience by providing a positive first and last impression for members. Individuals should remain updated on current events and programs at the pool and should be able to answer basic questions regarding programs priorities, and initiatives as directed. The responsibilities include, but are not limited to, general operation of a laptop computer and specific entry software, point of sale transactions for guest fees and private swim lessons, and balanced reporting.

Essential Functions:

- Setup laptop, printer, and scanner for shift as required.
- Strong customer service skills to greet patrons of the pool in a friendly, professional manner.
- Monitor access to The Pool at Lower Makefield Township facility through membership recognition via laptop computer and card scanner at gate.
- POS Position: count content of cash/change drawer prior to start of shift. Balance should be \$50.
- POS Position: Collect Guest payment for entry and confirm guest is accompanied by a pool member.
- POS Position: Collect Private Swim Lesson payment and issue receipt.
- POS Position: Run report at the end of shift and balance drawer with Manager.
- During inclement weather, be sure the township lap top and scanner equipment are not exposed to moisture or other elements that may cause damage or malfunction.
- Other duties as assigned.

Qualifications:

- Must be able to operate lap top computer equipment and scanners.
- Must be able to work with exposure to weather elements and noise.
- Must be able to sit for prolonged periods.
- Must present a neat and professional appearance - uniform polo provided.
- Must have strong customer service skills.
- Must be able to enforce rules and policies.