



Cloud 9 Ranch Club, Inc.

*Ozarks Paradise.....Something for
Everyone!*

2810 Cloud 9 Drive

Caulfield, MO 65626

Phone (417) 284-7321

Gatehouse Attendant Job Description

Gatehouse Attendant

Rotating shift Sunday-Saturday

SCOPE:

The role of the Gate House Operator is responsible for monitoring all inbound and outbound traffic and operating all gatehouse operator functions in a fast-paced ATV/UTV Camping. The Gate Attendant is to ensure the safety of employees, members, equipment and property by keeping accurate data of any visitor, employees and contractor arrival and departure. This role continuously supports different computer software platforms. Successful candidates will have a strong work ethic, a positive attitude, excellent communication, computer and teamwork skills.

ESSENTIAL FUNCTIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Understand data flow through the supply chain and database systems.
- Operate the computer software systems, taking ownership of key reports, communicating with members and management.
- Maintain accuracy of processing, billing and reports.
- Monitors and records all members and guests of their location to include all vehicles and ATV and UTV's; issuing all required items and entering them into the proper software.
- Secure the facility by notifying appropriate authorities if an intruder or an incident arises on property.
- First point of contact for all emergency situations on the property
- Monitors call offline and notify department lead promptly.
- Control all lanes of traffic with the automatic gate arms.
- Observe and report unsafe drivers.
- Monitor camera security systems.
- Provide written reports, fire, ambulance, disgruntled employees, suspicious activity 24 hours a day and document all incidents and scan into SharePoint.
- Maintain accurate overall record keeping for reporting.
- Provide and maintain excellent customer service and efficient communication.
- Use of telephone and/or radio communications with worksite operators and/or office personnel
- Comply with all company policies/procedures and state regulations for factual reporting.
- Foster a safe work environment.

OTHER DUTIES MAY INCLUDE:

- Perform or assist with any operations, as required to maintain workflow and to meet schedules and quality requirements. Notify supervision of unusual equipment or operating problems and the need for additional material and supplies.
- Participate in any variety of meetings and work groups to integrate activities, communicate issues, obtain approvals, resolve problems and maintain specified level of knowledge pertaining to new developments, requirements, policies, and regulatory guidelines.
- Perform other related duties as assigned.

TOOLS AND EQUIPMENT

Computer, copy machine, fax, telephone, radiophone, walkie-talkie, calculator and other handheld electronics

Education/Experience:

High school diploma or general education degree (GED) and one-year related experience; and/or training; or equivalent combination of education and experience is appreciated.

Language Ability:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and quality and procedure manuals written in English.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Physical Demands: Lift/Carry Requirements: may be required to carry packages.

ACKNOWLEDGEMENT:

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

The Gate Attendant is responsible for providing excellent service to guests, agencies, and staff at assigned gatehouses or kiosks. The Gate Attendant position is responsible for the accurate and timely handling of cash and credit transactions at the gate/kiosk locations. Gate Attendant will check in all guest reservations and day-use visitations, greet all guests in a courteous and professional manner, and effectively communicate knowledge of Park Rules/Regulations, services and features to all guests.

Essential Functions

- Serves customers in a friendly, courteous manner and sets a good example for visitors and fellow employees.
- Operate cash register and process credit and debit card transactions.
- Check in all guest reservations and day-use visits.
- Answer phones help guests make reservations.
- Effectively communicate knowledge of Park Rules/Regulations, services and features to all guests.
- Maintain a clean and orderly gatehouse/kiosk.
- Assist with other related tasks as needed and or assigned.

Qualifications

- Must be at least 18 years of age and have access to reliable transportation.
- Experience in customer service.
- Ability to work independently and as part of a team.
- Strong organizational and time management skills.
- Ability to work in a fast-paced environment.
- Available for duty during weekends, holidays, and peak visitation periods. Weekly work schedules will be worked out with local management.
- Strong customer service skills; enjoys working in an environment of extensive public contact.
- Possesses a genuine concern for guests' experience and enjoys frequent interaction with the public.
- Willingness to perform light manual labor duties, remain stationary and/or move about location for extended periods of time.
- Able to work in varying weather conditions.