



Front Gate Attendant Job Description

Direct Supervisor: Director of Visitor Experience

The Front Gate Attendant is the first point of contact for most visitors to Castle in the Clouds. Working individually or with a team member, employees must maintain professionalism and courtesy to all guests who visit the property. A general knowledge of the estate as well as schedule of events will be necessary to help answer questions and sell tickets on a daily basis. The Front Gate Attendant reports to the Director of Visitor Experience.

Essential Duties and Responsibilities include by are not limited to:

- Open and close the Ticket Booth
- Greet guests with a smile upon arrival to the Front Gate
- Accurately dispense tickets as requested by patrons
- Accept payments and make change accurately
- Balance the cash and credit card payments at day's end with shift supervisor
- Maintain accurate count when selling tickets
- Complete daily ticket sales reports that will match with sales reports
- Answer basic questions regarding the estate, events and schedules
- Provide all guests general rules/informational handouts which promote safety on the property
- Demonstrate excellent customer service skills
- Help create a positive experience for all visitors
- Additional duties as assigned by Direct Supervisor or designee

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individual with disabilities or difficulty to perform the essential functions.

Education/Experience

- High school diploma or 1 to 3 months related experience
- Experience handling credit card and cash transactions preferred

Skills/Abilities

- Good communication skills, both oral and written
- Good customer service skills and sense of public relations
- Ability to count money and make change accurately
- Ability to listen and follow instructions
- Ability to solve problems quickly and independently
- Ability to work well in a fast paced environment

Other Qualifications:

- Must have reliable transportation and valid driver's license
- Must be able to stand for extended periods of time

Employment Type: Part time, Seasonal

Starting Pay Range: \$9-\$10 an hour

Interested applications should send a resume with references to:
Castle in the Clouds, Attn: Director of Visitor Experience, PO Box 687 Moultonborough, NH 03253 or email to director@castleinthecLOUDS.org