

Gate Attendant/Guest Services Posting_2023

- Do you love greeting people and making them feel welcome?
- Are you friendly, observant, and willing to assist guests with directions and information?
- Are you looking to work in a beautiful environment in a combination of 50 % outdoor and 50% indoor work?

If so, we may have the perfect position for you.

We are currently looking for a **Gate Attendant** to assist and support our Guest Services Department as the first point of contact for guests entering the Ranch. Gate Attendants may also work in the Welcome Center when needed. Please read this entire job posting to be considered for the position.

Qualifications:

1. Exceptional customer service skills with the ability to remain calm, flexible, and cheerful.
2. Excellent verbal communication skills with the ability to graciously direct and inform guests.
3. Outstanding positive attitude with the ability to be a role model and team player.
4. Keen observation and inquiry skills to be able to detect guests needs or potential problems.
5. Multilingual skills would be an advantage but must have a strong ability to find ways to communicate if a language barrier exists.

RESPONSIBILITIES include, but are not limited to the following:

1. Act as first point of contact for Ghost Ranch guests.
2. Welcome guests to the Ranch with a smile and graciousness.
3. Interact and communicate with guests from a diverse background with cultural awareness.
4. Inquire as to the reason for the guests visit (program participation, event group, day guest etc.).
5. Provide accurate and detailed directions so guests know where they need to go.
6. Learn GR history, current events, points of interest, procedures, and rules.
7. Share knowledge of GR history, current events, points of interest, procedures, and rules.
8. Hand out day passes, collect payment and secure monies as directed.
9. Keep accurate and complete records of all guest transactions as directed.
10. Communicate by radio all guest information as needed to: (front desk, programs, events, HR, maintenance, kitchen etc.)
11. Report any suspicious behavior in a confidential, yet timely manner.
12. Practice & support the GR mission & values to promote an exceptional experience for guests and a healthy, happy, peaceful work environment.

The Gate Attendant position is a full-time, 40 hour/week, non-exempt (hourly) position, which requires weekends, holidays and overtime as needed; additionally, it is a position that is 50% indoors & 50% outdoors. This position offers full benefits and is subject to the Ghost Ranch Personnel Policies.

Ghost Ranch has truly competitive wages, an excellent benefits package, free lunches in our Dining Hall, extensive PTO accrual, supportive management, and we actively practice work/life balance.

If you have the qualifications to do this work and are interested in this position; please send your **resume** to (or request an application from): cherrim@ghostranch.org