

## LOWER MAKEFIELD TOWNSHIP

JOB TITLE: HEAD GATE ATTENDANT  
DEPARTMENT: POOL  
SUPERVISOR: AQUATICS MANAGER

### Position Summary:

The role of Head Gate Attendant at The Pool at Lower Makefield is to provide support and guidance for Gate staff as well as foster a strong relationship between management, the membership office, and Gate staff. The Head Gate Attendant is expected to have strong customer service, ability to enforce facility rules, and guide attendants to do their job in the most efficient and effective way. They will be responsible for administrative duties and are always willing to do other duties as assigned to support the overall operations of the facility.

### Essential Functions:

- Work as head of the Gate Attendant team to ensure smooth customer transactions through leading by example, supervising and providing feedback, and guiding Gate Attendants as needed.
- Assist the Aquatics Manager in creating and delivering pre- season and in-service trainings to the Gate Attendant team.
- Ensure that both gates have everything they need, check on both gates regularly throughout the day.
- Work a set schedule to ensure coverage of all Gate Attendant positions and provide an “on duty” leadership presence during operating hours.
- Act as the liaison to the main office to ensure there is a smooth communication between the office and the pool staff.
- Complete administrative duties such as answering the phone, replenishing paperwork, etc.
- Responsible for ensuring the register is balanced and that bank deposits are correct.
- Process pool registrations and collect, file, and track all membership related documents ensure that all documents make it to the Community Center.
- Always provide customer service in a cordial and professional manner to both patrons and staff.
- Relay concerns to Pool Management and the Membership Office in a timely manner.
- Other duties as assigned.

### Qualifications:

- Must have excellent customer service skills.
- Must be comfortable handling cash transactions.
- Must have strong verbal and written communication skills.
- Must be organized and detail oriented.

- Must be focused and attentive with the ability to make good, quick decisions.
- Must be proficient in operating Community Pass and the Point of Sale system.
- Must be comfortable presenting information in a training setting to peers.
- Must present a neat and professional appearance. Wear uniform provided with no alterations.