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Gate Ambassador (Overnight)

JOB: Seasonal, Hourly (Non-Exempt)

DEPARTMENT: Guest Services

REPORTS TO: Gate Supervisor and Director of Guest Services

SUMMARY: This is a key position to our seasonal staff as the Gate Ambassador is the “first face of Lakeside” greeted by our guests upon arrival. Must enjoy working with people; are upbeat, positive, confident, action-oriented and customer service-oriented; have exceptional computer skills and the ability to learn and adapt quickly.

Gate Ambassadors work in a fast-paced, outdoor environment in eight-hour overnight shifts, with a minimum of 24 hours per week. Individuals must be available to work from mid-May to Labor Day and are expected to work from 11 p.m.-7 a.m., weekends and all summer holidays (Memorial Day weekend, Fourth of July and Labor Day weekend). Lakeside provides an opportunity for affordable dorm housing in a camp environment

ESSENTIAL DUTIES & RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

- Uphold Lakeside’s mission statement and personally represent its goals and values at all times while on the grounds of Lakeside
- Act as an ambassador to all guests, as you are the “first face of Lakeside”
- Knowledgeable of events, programs, history and mission of Lakeside
- Responsible for the care and cleaning of Lakeside property
- Ask questions of the guests, find out what they enjoy doing and make suggestions
- Show the guests on a map where they can have their questions answered (i.e. Administration Office, Welcome Center, Information Center)
- Expected to have computer knowledge in order to process transactions
- Expected to scan every guest ticket/Chautauqua Pass as they enter and exit Lakeside
- Open/close cash drawer as needed; manage cash and credit transactions
- Those working at the start or end of a shift will be required to restock printed materials

QUALIFICATIONS: To perform this job successfully, you 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 individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE: High school graduate or its equivalent. Preferred candidates have guest service experience in a retail-type environment and enjoy working with people.

LANGUAGE SKILLS: The ability to read and interpret documents, such as safety rules, operating/maintenance instructions and procedure manuals. The ability to speak effectively with guests and co-workers.

MATHEMATICAL SKILLS: The ability to apply basic math concepts.

REASONING ABILITY: The ability to solve practical problems and deal with a variety of concrete variables and situations where only limited standardization exists. The ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

PHYSICAL DEMANDS & WORK ENVIRONMENT: While performing the duties of this job, the employee is regularly required to stand, walk, reach with hands and arms, climb or balance, stoop, talk or hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee must regularly lift and/or move more than 20+ pounds. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee will work an eight-hour shift in an outdoor environment, regularly exposed to wet, cold, humid, hot and very hot conditions. The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

FOR MORE INFORMATION, PLEASE CONTACT:
employment@lakesideohio.com

Please note: this job description is a work in progress. It may change with experience and input from key staff members. Other duties may be assigned to or deleted from this position as needed.

Applicant/Employee Signature

Date

Supervisor Signature

Date