

**WAPATO POINT MANAGEMENT COMPANY**  
**Position Description**

**POSITION TITLE:** Seasonal Safety Services/Front Gate Attendant  
**DEPARTMENT:** Safety Services  
**REPORTS TO:** Vice President of Operations  
**SUPERVISES:** None  
**FLSA STATUS:** Non-Exempt  
**BARGAINING UNIT:** Not represented by a collective bargaining unit

**Basic Function**

To ensure the safety of guests, owners, employees, and Company property. Welcome owners and guests to the property through the front gate. Check for parking permits, direct owners and guests to the front desk.

**Essential Duties and Responsibilities**

1. Promote and maintain positive customer relations by providing first class customer service to all owners and guests.
2. Be of service to guests regarding potential problem situations they may encounter.
3. Maintain a written log of daily shift activities.
4. Always be professional.
5. Inform persons of rule infractions or violations.
6. Perform other duties as assigned.

**Education and Experience**

High School diploma or general education degree (GED) preferred. Previous customer service and security experience desirable.

**Knowledge, Skills and Abilities**

1. Pleasant demeanor.
2. Good attention to detail.
3. Strong oral and written communication skills.
4. Valid driver's license and a good driving record.
5. Ability to demonstrate sound judgment and excellent problem-solving skills.
6. Excellent interpersonal skills.
7. Ability to calmly and tactfully deal with difficult situations.
8. Ability to apply logic and common sense in carrying out detailed oral or written instructions.
9. Ability to respond to guests, owners, vendors, and co-workers in a considerate and polite manner.

**Financial Responsibilities**

None

**External Contacts**

Owners, guests, visitors, contractors, and staff.

**Physical Requirements**

The employee must be able to physically access all areas of the property. Stand or walk for prolonged periods of time; talk and hear. Must be able to bend from the waist, crouch, stretch, kneel, climb, twist and crawl without restrictions. Good eye-hand coordination, peripheral vision, and manual dexterity.

**Job Conditions**

Deal with external weather conditions through all seasons.

**Other Requirements**

Must possess a valid Washington State Driver's License. Ability to read, write and communicate in English. CPR/First Aid Certification preferred Report to work with a neat and clean appearance. Excellent attendance, ability to work various shifts.