

**CITY OF NEWPORT  
PARKS & RECREATION DEPARTMENT**

**Job Title:** Ticket Booth Attendant

**Reports to:** Parks Supervisor

**Nature of Work:** Ticket Booth Attendants perform a wide variety of customer service duties associated with the operation of Prouty Beach Campground and surrounding park facilities. The job entails daily interactions with the public, clerical tasks and administrative work to provide a positive recreational experience for Newport City residents and visitors. Ticket Booth Attendants assist with the delivery of park services by acting as liaison between campground guests and park staff. This position may require some evening, weekend and holiday hours in addition to the regular work week.

**Essential Job Functions:**

- Provide friendly phone, email and in-person customer assistance to the general public for campsite reservations, facility bookings, point of sale, local navigation and other park inquiries.
- Oversee daily reservations, billing, transactions and deposits for the campground, athletic fields and rental facilities.
- Distribute campground maps, inform guests of facility rules and regulations and report violations promptly to the Parks Supervisor.
- Complete reports and forms as necessary including daily deposit sheets and program/facility data collection.
- Be aware of campground store inventory, keep items stocked and make purchasing recommendations to the Parks Supervisor.
- Assist with the development of campground communications including signage, email notifications and periodic newsletters.
- Assist with the maintenance of campground software programs, website and social media page.
- Assist with the planning, promotion and execution of campground programs and events.
- Maintain high standards of safety at all times.
- Perform light maintenance tasks as needed including litter pickup, sweeping, cleaning, stocking of supplies etc.
- Keep facilities and equipment secure by opening and locking promptly when not in use.
- Successfully complete Portable Fire Extinguisher, Basic First Aid, CPR & AED training and any additional training as requested by the Parks & Recreation Director.
- Respond to fire, pollution and other emergency events in accordance with established response procedures.
- Work collaboratively with City employees and other Parks & Recreation staff to ensure smooth operation of parks and facilities.
- Actively participate in staff meetings and contribute to verbal and written evaluations as requested by supervisors.
- Maintain clear and positive communication with Supervisors.
- Perform other duties as requested.

**Equipment Utilization:**

Ticket Booth Attendants may be asked to use basic office equipment, small power tools, fire protection equipment, motorized and non-motorized watercrafts and City vehicles.

**Minimum Qualifications:**

Must be at least 16 years of age.

Must be, or able to become certified in CPR, First Aid & AED.

Must submit to and successfully pass a Criminal Record Check & Background Check.

Must possess a valid Driver's License or have other reliable method of transportation.

**Knowledge, Skills and Abilities:**

- Ability to communicate clearly and concisely, orally and in writing.
- Ability to operate a computer including knowledge of Microsoft Office products, Facebook and Google Drive. Knowledge of campground management software or MYRec recreation software a plus.
- Ability to deal effectively and diplomatically with the general public.
- Ability to understand City policy and administer regulations firmly, tactfully and impartially.
- Ability to perform duties without constant and direct supervision.
- Physical ability including endurance for prolonged standing, kneeling, lifting and pulling. Ability to lift 25lbs.
- Willingness to work irregular hours in an outdoor setting with limited equipment and facilities, and daily exposure to weather extremes including sun, heat, cold, rain, and animals such as spiders, snakes, aquatic species etc.

**This institution is an equal opportunity provider and employer.**