



VILLAGE OF WINNECONNE

The Community of Opportunity

30 South First Street • P.O. Box 488 • Winneconne, Wisconsin 54986-0488 • 920-582-4381

www.winneconnewi.gov

Job Title: Ticket Taker
Department: Public Works Department
Reports To: Aquatics Manager / Head Lifeguard
FLSA Status: Part-Time/Seasonal
Revised By: Kirk Ruetten Director of Public Works
Revised Date: March 2019
Approved By: Mitch Foster
Approved Date: Effective Date: March 12, 2019

SUMMARY

Ticket Taker team members are usually the first team members that guests come in contact with and will make an initial impression of Marble Park Swimming Beach Facility. Ticket Takers should maintain/project a positive attitude & demeanor while assisting guests into the Beach facility.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following: (Other duties may be assigned)

- Explain prices & promotions
- Ringing in purchases on our POS system
- Taking season pass information from guests; verifying the authenticity of each
- Handling large sums of money accurately & efficiently
- May be asked to assist in other facility areas as needed or directed by supervisor
- Assist guests with the purchase of Season Passes and daily passes
- Be familiar with items sold & services offered at the Beach facility
- Occasionally lifting of up to 35lbs
- Maintain cleanliness of work area
- Work well independently & as part of a team

QUALIFICATIONS

- Exhibit a friendly, cooperative & professional demeanor
- Must be cheerful, courteous & willing to smile all day
- Must be mature, calm & not easily flustered by large crowds of people
- Must be well-groomed & willing to comply with our uniform guidelines
- Must have basic math & computer skills
- Must be honest, reliable & trustworthy
- Ability to interact professionally with a diverse group of people

EDUCATION and/or EXPERIENCE

Previous cash handling experience is preferred

Age: Must be sixteen years of age or older.

NECESSARY KNOWLEDGE, SKILLS, and ABILITIES

- The ability to readily accept instructions from those in a supervisory capacity; to be able to accept constructive feedback; and to project good public relations.

- The ability to follow department policies and procedures and to concentrate on tasks in the presence of distractions. Be able to understand and follow instructions.
- This employee should have excellent public relation, oral and written communication skills.
- This employee must be able to count money and change correctly. Worker will be trained to operate equipment properly.
- The ability to problem solves is a factor in this position especially when he/she encounters problems, answering questions and concerns of the general public and customers who may be dissatisfied with policies and procedures.
- The ability to interact appropriately with the general public, co-workers, supervisory personnel, and other departments are expected as well as occasional contact with members of the Village Board.

PHYSICAL DEMANDS

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and reach with hands and arms. The employee frequently is required to walk. The employee is occasionally required to stand; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly exposed to moving mechanical parts and outside weather conditions. The employee is frequently exposed to high, precarious places. The employee constantly is exposed to wet and dry conditions, fumes, toxic or caustic chemicals.

SELECTION GUIDELINES

Formal application, review and rating of education and experience, job related written test, oral interview and a reference check. A practical exam may be required.

MISCELLANEOUS:

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statement of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Job description reviewed by the department:

Director of Public Works