

## Classification description



**Title:** Gate Attendant at Expo  
**Job Code:** 8042  
**Pay Range:** 120  
**FLSA Status:** Non-exempt

**Employee Group:** Non-represented  
**Established:** November 2013  
**Revised:** Jan. 13, 2020  
**EEO Code:** Administrative Support

### DESCRIPTION

Take tickets, monitors doors during events, direct patrons and occasionally patrol special exhibits at the Portland Expo Center under the direction of the Head Gate Attendant.

### DUTIES AND RESPONSIBILITIES

1. Takes tickets at gate entrances during events; verifies tickets ensuring the correct date and performance.
2. Monitors doors during events, restricting admittance at unauthorized entrances and exits.
3. Directs patrons to proper entrances and exits.
4. Occasionally patrols for exhibitors, checking for violations of MERC/Expo rules and regulations, hazards and theft.
5. Remains on duty for the duration of the event, maintaining MERC/Expo rules and regulations within the building.
6. Becomes acquainted with emergency procedures in order to respond correctly, should an accident occur.
7. Counts torn ticket stubs from the turnstile drop boxes when requested.
8. Provides direction and general facility information to patrons when requested.
9. Performs other related duties as assigned.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
  - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
  - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
  - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
  - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
  - Demonstrate sustainable practices in applicable field and generally for resource use and protection
  - Work assigned schedule (if applicable); exhibit regular and predictable attendance
  - Practice safe work habits
  - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
4. Perform other duties as assigned.

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### JOB SPECIFICATIONS

#### Education/Licensing and Experience

- One year of experience dealing directly with the general public in a high volume situation, and
- Minimum of a high school diploma or GED, or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities
- Must be 18 years of age or older
- Previous experience as a gate attendant in a similar facility preferred
- Will be expected to work weekends, holidays and evenings. Dependability is critical.
- Good physical condition required
- Possess or have the ability to obtain a Cardio Pulmonary Resuscitation certification

#### Knowledge, Skill, Abilities

- Read and comprehend details of various information on tickets
- Communicate clearly, concisely and in a courteous manner
- Work effectively with the general public
- Work effectively and successfully with stressful and sometimes difficult situations
- Grasp procedural techniques and facility policies and regulations, as well as the facility's physical lay-out
- Screen for unauthorized items (i.e. bottles, cans, etc.) upon patron entrance to the facility
- Tolerate inclement weather conditions as well as standing for long periods of time
- Perform all position essential duties and responsibilities
- Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability
- Work assigned schedule and exhibit regular and predictable attendance
- Work in a safe manner and follow safety policies, practices and procedures
- Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
- Successfully pass the background check and screening requirements required for the position

#### SUPERVISION RECEIVED

Supervision is received from the lead Gate Attendant or House Manager

#### SUPERVISION EXERCISED

None. May provide guidance and coaching to new or less experienced employees.

#### TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

#### WORK ENVIRONMENT

Standing for long periods of time, sometimes in inclement weather. Use of hands to finger and touch. Move around the facility as needed.

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*The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities,*

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*job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.*