

Convention Center Authority

Position Title: Parking Customer Service Representative

Position #:	
Salary Grade:	CA 01
Effective Date:	7/1/2016
Revision Date:	

<input type="checkbox"/>	Exempt
<input checked="" type="checkbox"/>	Non-Exempt

<input checked="" type="checkbox"/>	Full-Time
<input type="checkbox"/>	Part-Time
<input type="checkbox"/>	Seasonal

Indicate Employee Type	
<input type="radio"/>	Administration
<input type="radio"/>	Sales/Marketing
<input type="radio"/>	Event & Guest Services
<input checked="" type="radio"/>	Operations
<input type="radio"/>	Finance & Administration
<input type="radio"/>	Food & Beverage Services

POSITION SUMMARY: In a few sentences, briefly describe the primary function and purpose of position.

Under the direction of the Director of Parking, this position is responsible for providing a high level of customer service by creating a welcoming atmosphere to garage patrons and ensuring a positive and memorable parking experience.

PRINCIPAL POSITION RESPONSIBILITIES/DUTIES: Below is a list of major tasks beginning with the most important for which the position is responsible. Also included is the estimated percentage of time spent on performing the tasks. This is suggested, but not required for Exempt positions.

RESPONSIBILITIES/DUTIES	
1.	Greet and extend a warm welcome to garage patrons entering/exiting the facility.
2.	Respond to radio calls associated with customer service opportunities at each entry and exit as needed.
3.	Operate Fee Computer as called upon for cash transactions, lost tickets, etc.
4.	Respond to equipment malfunctions and clear or contact supervisor for service calls if required.
5.	Escort Finance on a daily basis for fee computer audits and revenue collections.
6.	Maintain the garage by performing daily cleaning and maintenance.
7.	Patrol the garage for proper parking.
8.	Maintain the cleanliness of all exterior and interior garage signage along with proper signage placement and rates.
9.	Perform monthly Code Blue Audits and document findings to the Director of Parking.
10.	Oversee contracted Parking staff, conduct pre-event briefings, and coordinate with valet operator.
11.	Collect and document used spitter tickets on a daily basis and place in storage.
12.	Walk the garage daily noting any maintenance or operational issues, safety concerns, etc.
13.	Assist customers in the garage with lost cars, battery jump, or other levels of customer service as called upon.
14.	Organize and maintain cleanliness of parking storage area.
15.	Ensure adequate supply of spitter ticket and receipt stock in all Express Parcs.
16.	
17.	Perform additional duties as assigned.

Job Evaluation Factors (Check all that apply)

Formal Education <i>(Minimum Required)</i>	<input checked="" type="checkbox"/> H.S. Diploma or GED preferred	<input type="checkbox"/> Bachelor's Degree preferred
	<input type="checkbox"/> Vocational or Technical School required	<input type="checkbox"/> Education/Experience Equivalent
	<input type="checkbox"/> Associate's Degree preferred	<input type="checkbox"/> Other:

Minimum Experience <i>(Minimum Required)</i>	<input checked="" type="checkbox"/> None	Impact On Budget	<input checked="" type="checkbox"/> Contributory
	<input type="checkbox"/> One to three years		<input type="checkbox"/> Direct
	<input type="checkbox"/> Three to five years		<input type="checkbox"/> Other:
	<input checked="" type="checkbox"/> Other: Scrubber/Sweeper operator a plus		

Decision Making <i>(level of direction & supervision)</i>	<input type="checkbox"/> Little independent judgment required
	<input checked="" type="checkbox"/> Judgment/discretion to make independent decisions within guidelines
	<input type="checkbox"/> Establish Policy & Procedures
	<input type="checkbox"/> Other:

Problem Solving <i>(Typical level encountered over extensive period of time)</i>	<input checked="" type="checkbox"/> By reporting and/or talking to supervisor
	<input checked="" type="checkbox"/> Choices defined in standard work procedures/policies
	<input checked="" type="checkbox"/> Methods chosen before in similar situations
	<input type="checkbox"/> Identification and analysis of diverse problems
	<input type="checkbox"/> Complex, varied and only mildly related to those seen before
	<input checked="" type="checkbox"/> Requires understanding/evaluation of impact upon the CCA
<input type="checkbox"/> Other:	

External Contacts	<input checked="" type="checkbox"/> External communication is minimal
	<input checked="" type="checkbox"/> Regular contact with general public
	<input type="checkbox"/> External contacts involving difficult formal negotiations
	<input type="checkbox"/> Effectively deal with diverse groups and organizations
	<input type="checkbox"/> Other:

Supervisory Responsibility <i>(Typical level encountered over extensive period of time)</i>	<input type="checkbox"/> None
	<input type="checkbox"/> Authority limited to direction of temporary employees only
	<input checked="" type="checkbox"/> Orient/train others; may act in a lead capacity
	<input checked="" type="checkbox"/> Provide leadership/direction to staff on event related issues
	<input type="checkbox"/> Supervise multiple functions, with full responsibility for effective operation & results
	<input type="checkbox"/> Overall responsibility to provide direction and guidance
	<input type="checkbox"/> Other:
Number of Direct Reports: 0	

Job-Related Knowledge <i>(knowledge of...)</i>	<input checked="" type="checkbox"/> Basic skills in oral/written communication	<input type="checkbox"/> Microsoft Publisher
	<input checked="" type="checkbox"/> Microsoft Word	<input type="checkbox"/> AutoCad
	<input checked="" type="checkbox"/> Microsoft Excel	<input type="checkbox"/> Financial Management
	<input type="checkbox"/> Microsoft PowerPoint	<input type="checkbox"/> Administrative principles/practices
	<input type="checkbox"/> Microsoft Access	<input type="checkbox"/> Computers
	<input checked="" type="checkbox"/> Microsoft Outlook	<input type="checkbox"/> Other:
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>

WORKING CONDITIONS/PHYSICAL EFFORT: (Check all that apply)

Working Conditions		Physical Effort	
<input type="checkbox"/> Office, computer room	<input checked="" type="checkbox"/> High noise environment	<input type="checkbox"/> Typically sitting at a desk or table	<input type="checkbox"/> Lifting 11-25 lbs
<input checked="" type="checkbox"/> Service Areas	<input checked="" type="checkbox"/> High dust, dirt, grease environment	<input checked="" type="checkbox"/> Typically standing or walking	<input checked="" type="checkbox"/> Lifting 25 lbs or more
<input checked="" type="checkbox"/> Flexible work schedules	<input checked="" type="checkbox"/> Exposure to moving machinery	<input checked="" type="checkbox"/> Bending, crouching, stooping	<input type="checkbox"/> Using Power Tools
<input checked="" type="checkbox"/> Valid TN Driver's License	<input checked="" type="checkbox"/> Exposure to chemicals	<input type="checkbox"/> Running, climbing	<input type="checkbox"/> Using Pallet Jack
<input type="checkbox"/> Travel Required	<input checked="" type="checkbox"/> Outdoor exposure to weather	<input checked="" type="checkbox"/> Intermittently sitting/standing/walking	<input checked="" type="checkbox"/> Using Utility Carts
<input checked="" type="checkbox"/> Exposure to Customers	<input type="checkbox"/> Requires Pre-employment Physical	<input type="checkbox"/> Climbing ladders/scaffolds	<input checked="" type="checkbox"/> Using Scrubber/Sweeper
		<input type="checkbox"/> Lifting 10 lbs or less	<input checked="" type="checkbox"/> Driving CCA Vehicle

Team Member Print
Name/Date _____

Date: _____

I have read and understand the job requirements.

Team Member Signature _____

Supervisor Print Name: _____

Date: _____

Supervisor's Signature: _____

Title: _____

Copies to: Team Member
Department Director
Personnel File

Revised: 02.15.16

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