



Private Management for Public Facilities

Job Description

Position: Parking Attendant

Department: Parking

Status: P/T Hourly

Reports to: Parking Manager

Summary: To establish and maintain excellent customer service/parking interactions with guest frequenting the American Bank Center by performing the following duties:

Essential Duties and Responsibilities:

- ❖ Safely and effectively direct traffic flow and placement of vehicles within assigned area of responsibility.
- ❖ Assist in resolving parking issues including but not limited to VIP Parking, ADA Parking, Valet Parking, traffic flow and shuttle assistance as required.
- ❖ Responsible for street set-up and tear-down, display and removal of parking signage and securing of parking lots as directed by supervisor.
- ❖ Demonstrate excellent customer service skills, respond promptly to customer needs.
- ❖ Provide assistance to patrons such as event information, parking needs, directions and building policies.
- ❖ Assist in cleaning of parking lots and open public areas including sweeping, removal of trash and debris, proper return of all equipment to the designated storage areas.
- ❖ Communicate effectively on radios. Conversations should be brief and precise. Remember what you say can be heard by others as well as the public in the area. Profanity and other non-work conversations are not to be conducted on the radio.
- ❖ Operate all golf carts in a safe manner. Practical jokes or horse-playing on or with a golf cart is prohibited. Golf carts should never be operated unless trained and authorized to do so.
- ❖ Employees are prohibited from “hanging on” to the back or front of a golf cart. The number of employees on a golf cart can not exceed the number of designed seats on the cart.
- ❖ Golf carts are designed to assist the parking department and patrons to get from one place to another. Employees are to refrain from “hanging out or riding around” on the golf carts for non-work related activity.
- ❖ Safety vest must be worn at all times.
- ❖ Maintain standards of appearance, behavior, conduct and safety at all times. You are a representation of SMG and must conduct yourself in a manner that reflects the company’s commitment to excellent service.
- ❖ Performs other duties as assigned by Parking Supervisor/Assistant Event Manager and/or Event Manager

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

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 may be required to work both indoors and outdoors as required by the function. Must have the physical ability to maneuver around facility(ies), at times, walking and/or standing up to 8-14 hours daily as well as the ability to frequently lift in the excess of 25 pounds. **This position is also exposed to adverse conditions including inclement weather, noise fumes etc.**

Knowledge, Skills and Abilities Needed

- ❖ Excellent customer service, conflict resolution, and interpersonal skills.
- ❖ Ability to interact with all levels of staff including management.
- ❖ Professional presentation, appearance and work ethic.
- ❖ Ability to work with minimal supervision.
- ❖ **Ability to work irregular/extended hours including night, weekend and holiday events as required.**

The company reserves the right to change or modify all job descriptions as needed. This description portrays in general terms the type and levels of work performed and is not intended to be all-inclusive or to represent specific duties of any one incumbent. The knowledge, skills, and abilities may be acquired through a combination of formal schooling, self-education, prior experience, or on-the-job training.

I hereby acknowledge and accept all responsibilities as Parking Attendant.