

JOB DESCRIPTION

Title:	<u>Parking Attendant</u>
Company:	Spectra Venue Management
Location:	WFCU Centre (Windsor, ON)
Department:	Operations
Reports To:	Parking Supervisor
Supervises:	No
Status:	Part-time; Hourly; Nonexempt
EEO:	Service Worker

Overview:

Many of our guests first point of contact is with our Parking Attendant Staff. As such we demand our guests be treated with extraordinary courtesy, respect and service. Parking Attendants are to assist guests who are in need of information and play a key role in providing superior service and ensuring customer satisfaction.

Always remember that our guests are our most important concern. They should never be thought of as an interruption; they are our livelihood.

Standards of Excellence

1. Smile, Greet, Say "How You Doin"?
2. Must know WFCU Centre Guide
3. Thoughtfulness of our guests and employees
4. Offer help before the guest asks – May I help you? – **NEVER say "Next"**
5. Get the answers or find someone who can – I'll find out – **NOT "I don't know"**
6. Appearance and Posture – complete compliance with our dress code; neat and well groomed, trimmed beard, clean shaven; uniform to fit properly; hems are to break at top of shoe, no cuffs permitted; fanny packs only; company issued pins. Posture – no leaning against chairs, walls or railings.

Basic Function:

The functions of Parking Attendant are as followed:

1. Traffic Direction - Provide a safe direction and traffic flow for visitors, guests, employees and their vehicles.
2. Customer Service - Provide general information about the Complex, traffic patterns to and from the Complex and assisting stranded motorists parked within the Complex.
3. Restrict Lot Access – Provide services for allowing access to restricted lots by means of requesting parking lot passes from visitors, guest, and employees.

Essential Job Functions:

Some of your responsibilities are listed below but are not limited to the following:

1. Sign out appropriate equipment.
2. Pre-event walk/ride of assigned area and report conditions to immediate supervisor.
3. Stay in assigned area unless directed to leave by immediate supervisor.
4. Allow only those with designated passes to park in restricted lots.
5. Be available for and seek out guests who are in need of complex information or services.
6. Notify immediate supervisor of any suspicious activity that is observed and/or needs additional personnel or police response.
7. Scalpers, vending violators and vagrants will be asked to the leave the property.
8. Assist with the traffic flow for egress of the venue post event.

9. Post-event walk/ride of assigned area and report conditions to immediate supervisor.

Nonessential Job Functions:

- Perform other duties and responsibilities as assigned by your supervisor.

Intellectual/Social/Physical Demands and Work Environment:

- The intellectual/social/physical demands and work environment characteristics 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.

Intellectual/Social Demands:

- While performing the essential duties of this job, the employee is continuously asked to multi-task under time limits. Position requires constant attention to precise details and accuracy of specified standards including: following simple to complex (more than 3 steps) instructions, and concentration which frequently extends beyond 30 minutes at a time. Employees in this role will constantly be in leadership role; this requires directing others either verbally or in writing to complete tasks in prescribed time frame. This position also requires constant use of interpersonal skills including: ability to direct/motivate/inform staff and foster collaboration, being able to recognize and resolve conflicts, being able to openly communicate in writing and verbally with clients.

Physical Demands:

- While performing the essential functions of the job, the employee constantly moves about/around the complex before/during/after events to observe and report, and provide superior service to guests; constantly communicates with others to exchange accurate information and provide customer service and may be required to stand for extended periods of time.

Work environment:

- The essential functions of this position are performed indoors and outdoors in the weather conditions prevalent at the time. The noise level in the work environments is usually moderate to loud to during events and minimal during non-events.

EOE