

JOB DESCRIPTION

JOB TITLE: PARKING SERVICES ATTENDANT

DEPARTMENT: Parking Services

EXEMPT STATUS: Non-exempt

REPORTS TO: Parking Services Supervisors

SUPERVISES: N/A

JOB SUMMARY

Maintain a safe, secure and efficient environment by monitoring all NBPA properties and facilities, and assisting patrons with entering and exiting of NBPA facilities per established procedures.

RESPONSIBILITIES

1. Exhibit excellent customer service skills.
2. Monitor the activities of patrons in NBPA facilities and provide assistance when necessary.
3. Monitor NBPA owned and operated sites and communicate status and updates of any problems or incidents.
4. Ensure accountability of funds received and/or delivered to cashiers.
5. Transport designated personnel to specified locations.
6. Prepare and submit required paperwork and reports, including but not limited to exception sheets and incident reports.
7. Maintain a neat and clean appearance and remain in uniform during scheduled shift.
8. Maintain and uphold all NBPA policies and procedures.
9. Respond to customer inquiries in a timely manner.
10. Represents the NBPA in a professional and courteous manner and treat public and co-workers with courtesy and respect.
11. Report any conditions that represent a threat to safety, health and welfare of NBPA patrons, staff, tenants or property.

12. Perform any and all duties requested by supervisor and/or any manager.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES

1. Oral and written communication skills.
2. Basic computer knowledge.
3. Knowledge of Department organization, operations, policies and objectives.
4. Interpersonal skills using tact, patience and courtesy.
5. Strong customer service skills.
6. Ability to learn and efficiently implement new technologies and equipment.
7. Ability to analyze information and solve problems.
8. Ability to follow instructions.
9. Ability to operate a vehicle.

PHYSICAL DEMANDS

1. Required to work outdoors in all weather conditions.
2. Requires the ability to walk ample distances and stand for extended periods of time.
3. Required to operate a motor vehicle.
4. Requires the ability to lift and/or move up to 50 pounds.

EDUCATION

- High School Diploma or equivalent required.

EXPERIENCE

- Customer Service experience preferred.
- Security experiences preferred.

CERTIFICATIONS AND OTHER REQUIREMENTS

- Valid NJ State Driver's License required.

- Should be available to work a flexible schedule, including weekends, nights and holidays as needed.

DISCLAIMER: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change at any time with or without notice.