

SPOKANE AIRPORTS

JOB DESCRIPTION

JOB TITLE: Attendant, Parking (Part-time)

DEPARTMENT: Parking

REPORTS TO: Parking Supervisor

DATE: November 2006

BASIC PURPOSE:

To collect parking fees, drive shuttle bus, maintain parking areas and provide excellent customer service.

MAJOR RESPONSIBILITIES:

- Collect parking fees from customers, and process employee parking transactions, promissory notes and exception tickets.
- Assure security of cash receipts and perform end-of-shift cash verification and close-out procedures.
- Troubleshoot and perform minor equipment repair.
- Perform car inventory procedures, and report within specified time requirements.
- Greet passengers in a friendly, courteous manner.
- Supervise the conduct of passengers in the vehicle and at boarding locations.
- Prepare shuttle bus for operation and inspect for damage and clean at end of the shift.
- Monitor two-way radio calls, report adverse conditions, and complete accident/incident reports.
- Assist customers requesting directions and assistance in a courteous, professional manner.
- Perform assigned snow removal duties.
- Clean up of booth area and offices, pick up debris in the parking garages/lots and clean/wash equipment.
- Perform other duties as assigned.

WORKING CONTACTS WITH OTHERS (INTERNAL AND EXTERNAL):

Regular contact with management, employees, tenants and the general public. Accountable to the Parking Supervisor, but must respond affirmatively to written and verbal directives from the Assistant Parking Administrator, Parking Administrator, Airport Executives including Director, Finance and Administration, Deputy Director, Airport Director and Airport Board members.

WORKING CONDITIONS, TRAVEL, ENVIRONMENT AND POTENTIAL HAZARDS:

Work in office and small, semi-enclosed toll booth. Outdoor work requires occasional exposure to wind, rain, snow, ice and cold/hot weather extremes. Regular exposure to vehicle traffic, noise and exhaust.

EQUIPMENT OPERATION REQUIRED:

Telephone, 2-way handheld radio, coin counter, cash register and master register, adding machine/calculator, credit card machine, computer (includes handheld P.C. and point-of-sale terminals), ticket dispenser and gates, shuttle bus, automobile, truck, tire pump, snow removal, lawn maintenance and cleaning equipment.

MINIMUM REQUIREMENTS:

Education/Experience:

- High school diploma or GED with course in Business Math.
- Experience with cash, check, and credit card transactions and balancing receipts/cash reports required. Snow removal, janitorial, automotive maintenance/repair experience preferred.
- Direct customer service experience required.
- Must possess a valid driver license, free of serious or frequent traffic violations.
- Must have a clean, neat appearance, pleasant disposition.

Knowledge/Skills:

- Must be able to read, write, speak and understand English.
- Must have good verbal communication skills.
- Must have knowledge of cash handling procedures and ability to count.
- Must be able to make sound judgments in a crisis situation.
- Must be able to provide good customer relations with a diverse public including the elderly and persons of disability.
- Must possess basic computer user skills.
- Must be able to work varying shifts, hours and days, including weekends and holidays.
- Must be able to establish good working relationships with co-workers and the public.

Physical Requirements:

- Able to move about facilities & all areas of responsibility including in and out of toll booths and shuttle vehicles
- Close vision and ability to read small print
- Able to stand, walk, sit intermittently
- Able to move rapidly within a 600 yard radius of parking area
- Able to sweep, lift garbage bags, mop floors
- Able to bend, twist, stretch, reach and lift up to 50 lbs.
- Ability to use hands to finger, handle, or feel
- Ability to talk and hear

Security:

- May be required to obtain and maintain an Airport security badge as a condition of employment.