



## City of North Charleston

### Vacancy Notice

**Position:** Part-Time Event Parking Attendant

**Department:** Parking

**Pay Grade:** \$9.00 per hour

#### GENERAL STATEMENT OF POSITION

Under general supervision, directs traffic and collects fees as may be required in the parking areas at the North Charleston Coliseum, Convention Center, Performing Arts Center, Montague Terrace, Ballrooms, Meeting rooms and other City locations. Reports to the Event Parking Supervisor. Greet customers while directing traffic in and around the facilities during the beginning and ending of events. Evaluate parking to ensure optimal utilization of area and maintain safety of all guests. Collects parking fees at the entrances of events as may be required. Answers questions, concerns and provides directions to guests. Interacts and communicates with customers and provides excellent customer service when directing vehicles to parking areas and interacting with the customers. Monitor parking entrances and exits, keeping traffic moving safely and efficiently. Provide assistance and needs for guests who may have a disability. Patrol and maintain parking areas/sidewalks of the Facilities, ensuring that all areas are clean, safe, and secure. Report all incidents and related activities. Performs miscellaneous job-related duties as assigned. Enforces policy and rules of the facilities. Required to work nights, weekends and holidays to meet the business needs of the City. However, hours are not guaranteed.

#### MINIMUM TRAINING AND EXPERIENCE

##### EDUCATION and/or EXPERIENCE:

Requires a high school diploma/GED, or equivalent with some previous experience with handling money and customer service related situations.

Posted: June 7, 2016

Deadline: Until Filled

Christine A. Ruth, PHR, IPMA-CP

Director – Human Resources

**CITY OF NORTH CHARLESTON, SOUTH CAROLINA  
JOB DESCRIPTION, JUNE 2016**

**JOB TITLE: EVENT PARKING ATTENDANT  
PARKING DEPARTMENT**

**GENERAL STATEMENT OF JOB**

Under general supervision, directs traffic and collects fees as may be required in the parking areas at the North Charleston Coliseum, Convention Center, Performing Arts Center, Montague Terrace, Ballrooms, Meeting rooms and other City locations. Reports to the Event Parking Supervisor.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

Greet customers while directing traffic in and around the facilities during the beginning and ending of events.

Evaluate parking to ensure optimal utilization of area and maintain safety of all guests.

Collects parking fees at the entrances of events as may be required.

Answers questions, concerns and provides directions to guests.

Interacts and communicates with customers and provides excellent customer service when directing vehicles to parking areas and interacting with the customers.

Monitor parking entrances and exits, keeping traffic moving safely and efficiently.

Provide assistance and needs for guests who may have a disability.

Patrol and maintain parking areas/sidewalks of the Facilities, ensuring that all areas are clean, safe, and secure.

Report all incidents and related activities.

Performs miscellaneous job-related duties as assigned.

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Enforces policy and rules of the facilities.

Required to work nights, weekends and holidays to meet the business needs of the City. However, hours are not guaranteed.

### **ESSENTIAL SAFETY FUNCTIONS**

It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injury or illnesses.

Every manager/supervisor is responsible for enforcing all safety rules and regulations. In addition, they are responsible for ensuring that a safe work environment is maintained, safe work practices are followed and employees are properly trained.

### **MINIMUM TRAINING AND EXPERIENCE**

Requires a high school diploma/GED, or equivalent with some previous experience with handling money and customer service related situations.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Tasks require the ability to exert physical effort in light to moderate work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and the lifting, carrying, pushing, and/or pulling of objects and materials (up to 25 pounds). Required to stand for long periods of time for directing traffic. Requires the ability to work outdoors in various weather conditions.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar or divergent from obvious standards) of data, people, or things.

**Interpersonal Communication:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving instructions, assignments, and/or directions to assistants; and receiving instructions, assignments and/or directions from supervisors.

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**Language Ability:** Requires the ability to read a variety of reports, letters, memorandums, forms, etc. Requires the ability to prepare forms, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak with people with poise, voice control, and confidence and speak the English language.

**Intelligence:** Requires the ability to apply rational systems to solve practical problems and deal with a variety of variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form. Requires the ability to learn and understand principles and techniques; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions. Must be able to communicate effectively and efficiently with persons of varying educational/cultural backgrounds.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; and to utilize decimals and percentages. Required to give change accurately to customers.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width, and shape.

**Motor Coordination:** Requires the ability to coordinate hands and eyes rapidly and accurately in using cashier register equipment and various hand held tools.

**Manual Dexterity:** Requires the ability to handle a variety of items. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination and Visual Acuity:** Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with emergency situations.

**Physical Communication:** Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving

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nature of sounds by ear.)

### PERFORMANCE INDICATORS

**Knowledge of Job:** Has knowledge of the methods, procedures, and policies of the Parking Department as they pertain to the performance of duties of the Event Parking Attendant. Has knowledge of the rules, standards, and regulations pertaining to the specific duties and responsibilities of the position. Is able to ensure compliance with regulations and control the activities of the parking events. Is able to offer training and assistance to co-workers and other employees as required. Is able to take the initiative to complete the duties of the position without the need of constant and direct supervision. Is able to learn and utilize new skills and information to improve job performance and efficiency. Is able to maintain positive customer-focused relationships with the general public, and all other internal and external customers. Has knowledge of how to personally demonstrate appropriate customer service skills. Has thorough knowledge of proper handling of cash and inventory. Has knowledge of applicable occupational hazards and safety precautions.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies

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issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image and demonstrates excellent customer service skills.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

**DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.**