



Parking Attendant /Reservation Agent

Summary:

Parking/Reservation Agents are under the direct supervision of the Parking Manager or Shift Supervisor. In addition to directing customers to parking lots and assisting with maintenance of the parking area, this position also uses the parking reservation system.

Essential Duties and Responsibilities:

- Engages with customers on phone or in- person making, changing, or confirming parking reservations.
- Manages, via computerized software, recording the reservation, collecting payments, and issuing tickets.
- Accurately collects and reconciles money and receipts.
- Responds appropriately to comments or complaints and resolves as best as possible to the satisfaction of the customer.
- Directs incoming vehicle and human traffic through drop off and exit at vessel dock area ensuring safety of passengers, employees and others in the area.
- Effectively guides passengers in parking of vehicles to maximize lot capacity
- Walks the lots to identify vehicles that have exceeded the amount of days they paid for and write overdue slips.
- Uses iPad to collect payment for overdue vehicles.
- Frequently completes security checks of lots and surrounding areas.
- Ensures lots are tidy and free from safety hazards.

Other Duties: As needed or assigned

Licenses, Registrations, and/or Certifications: None

Required Education and Experience:

High School diploma or equivalent.

Required Knowledge, Skills, and Abilities:

Ability to speak clearly.

Excellent phone manner required.

Strong computer and customer service skills.

Job entails significant amount of walking and standing.

Must be able to safely perform the essential duties for the position, with or without, reasonable accommodation.

Typical Work Environments:

Primarily outside in parking lot or in parking booth or gazebo. Subject to all forms of weather. Marine environment, harborside and off-site parking areas.