

CUSTOMER SERVICE AMBASSADOR

CLASS DESCRIPTION

General Responsibilities:

This is frontline customer service work at the Parking Division's gated facilities as well as providing additional support for all operations. Employees in this position are responsible for monitoring parking equipment operations to maintain optimal performance and utilizing parking software applications to provide excellent customer service as well as making minor equipment repairs, performing basic facility maintenance, cashiering, enforcing, recordkeeping, and promoting various parking options to customers. Incumbents usually work alone and in a variety of adverse conditions: small work area, extreme weather, heavy traffic, construction, dealing with potentially abusive customers as well as irregular and late hours.

Examples of Duties and Responsibilities:

Provide excellent customer service for customers. Explain parking procedures and rates to customers. Give directions and answer questions as requested. Solve complaints for customers or refer them elsewhere for assistance as appropriate. Notify Leadworker, Supervisor or appropriate personnel of complaints that warrant immediate attention such as customer inconveniences or dangerous situations. Notify the Police Department when customers need assistance or when vandalism, unlawful, or suspicious behavior needs to be investigated. Hand out informational flyers, maps and questionnaires. Conduct surveys when necessary.

Monitor parking equipment throughout the shift to ensure efficient ingress / egress. Answer helpline (or intercom) calls and utilize video surveillance and parking software for customer service purposes. Direct traffic when situations warrant ensuring efficient ingress / egress.

Calculate parking fees via the parking revenue control system. Collect fees and make change accurately. Make regular deposits while following safe money handling procedures. Issue Failure to Pay tickets in lieu of payment. Issue tickets for parking violations.

Make minor repairs to entry/exit stations, gates, fee computers, pay on foot machines and other equipment used at the work site. Work with Parking Revenue Leadworkers in monitoring and filling tickets and receipts to ensure seamless customer service. Report vandalism or equipment needing major repairs to the appropriate personnel. Keep drive and walking areas clear of snow, ice, safety hazards, litter, dirt and all other obstructions. Daily inspect facility for maintenance issues. Work collaboratively with other Parking Utility personnel to ensure a clean and safe environment.

Maintain work area. Ensure safety of work area, cashiers and cash by following prescribed safety rules and regulations. Order supplies. keep supplies properly stocked, filled, and ready to use. Keep all equipment, booths, safes, offices and restrooms secure at all times. Pick up trash in the facilities and perform other assigned cleaning duties.

Keep a record of vacancy count, repairs to equipment, transaction journal information, lost and found items, survey data, etc.

Assist in training of new employees.

Perform related work as required.

QUALIFICATIONS

Training and Experience:

Generally, positions in this classification will require:

One year of customer service experience, which included cash handling responsibility. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of these positions will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Knowledge, Skills and Abilities:

Knowledge of safe cash handling techniques. Knowledge of and ability to use computer software applicable to the duties of the position. Knowledge of basic hand tools and ability to learn and perform minor repairs to equipment. Ability to develop and maintain effective working relationships with diverse staff and customers. Ability to maintain professional, courteous, and respectful behavior at all times, including ability to handle interactions with difficult or abusive customers. Ability to perform simple mathematical calculations and process revenue transactions accurately, both manually and via fee computer. Ability to handle monies accurately and quickly. Ability to communicate effectively, both orally and in writing. Ability to follow detailed instructions accurately and quickly. Ability to monitor and order supplies, and maintain adequate stock for the office and parking equipment. Ability to work independently. Ability to keep accurate records. Ability to train others effectively. Ability to use equipment effectively, including, but not limited to, a two-way radio, computers and applicable computer software, cell phone and enforcement equipment, copiers, telephones, fax machines, video surveillance equipment, etc. Ability to perform the physical requirements of the position. Ability to maintain adequate attendance.

Necessary Special Qualifications:

Ability to meet the transportation requirements of the position.

Physical Requirements:

Employees will be expected to sit for long periods of time to work at computer, fee computer and monitor video surveillance for revenue collection and customer assistance. Employees may also need to walk and stand for extended periods of time for special event parking, enforcement, directing traffic, giving breaks and assisting customers at various locations within and near the gated facilities. Employees work in adverse weather conditions. Employees need to bend, twist, squat and reach and use hand tools for minor repairs to parking equipment, snow/ice removal of drive lanes and walkways, and stocking supplies. Employees will have to move barricades and signs, which includes having to lift up to 50 pounds on occasion.

Department/Division	Comp. Group	Range
Transportation/Parking Division	16	04

Approved:

Harper Donahue IV
Human Resources Director

Date