

Job Description

Job Title: Parking Attendant
Department: Parking
Reports To: Parking Supervisor
FLSA Status: non-exempt

Basic Function

To ensure the safety of our guests, contractors and employees while they are entering and exiting the parking ramp and parking lots, all while maintaining a high level of customer service. To ensure the safety of guests, contractors, and employee's vehicles while they are attending an arena event. Monitoring and controlling the movements of patrons, visitors and contractors using various methods service is also a main component of the job.

Responsibilities

1. Provide a high level of service to patrons before, during, and after events.
2. Monitor the comings and goings of patrons in the parking ramp and surface parking lot.
3. Conduct routine surveillance rounds around the parking lots including the outside perimeter.
4. Perform other related duties or tasks as assigned or as become evident.
5. Remain calm and professional in all situations.
6. Monitor assigned areas within the parking lots to ensure guest safety and compliance with building policy.
7. Remove trash, debris, and refuse. Take trash materials to the proper location and dispose of it properly
8. Greet, monitor and control the movements of patrons, visitors, employees and contractors.
9. Report pertinent information to supervisor.
10. Maintain a professional attitude and appearance at all times.
11. Create documentation for all pertinent events and maintain daily log sheets.
12. Must be able to handle money, and create change in a fast paced environment.

Education/Training

High School Diploma or Equivalent. Must be able to obtain New York State certification and be of good character.

Experience

Previous parking lot, cash handling and/or security experience is preferred.

Physical Requirements

Must be able to stand, sit, walk for extended and varying periods of time; Must be able to walk stairs; Must be able to lift up to 50 lbs.; Must be willing and able to work in all weather conditions; Must be willing and able to respond to emergent situations; Must be able to work irregular hours including weekends, overnight shifts, holidays and unscheduled and forced overtime shifts; Must be able to work effectively with limited supervision at times.

Western New York Arena, LLC retains the right to change this job description at any time.
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