



## ATTENDANT

**Classification**

Non-Exempt, Bargaining Unit

**Reports To**

Operations Manager

**Salary Range**

FT \$12.59 - \$13.51 per hour

PT \$11.97 - \$12.27 per hour

**Date**

January 2, 2020

**Job Description**

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**Summary/Objective:**

This position is responsible for providing friendly customer service while conducting complete and accurate parking transactions.

**Essential Functions:**

- Delivers an exceptional customer experience by displaying a positive, helpful attitude while assisting customers.
- Educates and assists customers on payment methods and equipment.
- Processes payment transactions through a register system and/or manually in an accurate, complete and efficient manner.
- Completes an end of shift report to accurately reconcile daily transactions.
- Adheres to company policies and procedures.
- Reports any and all safety hazards, presence of unauthorized persons or other potential sources of crime or harm to persons or property to appropriate management immediately.
- Provides operational support such as traffic control and monitoring garage activity.
- Works in a safe manner and recognizes unsafe situations or conditions. Takes appropriate action to ensure safety of themselves and others.

**Competencies:**

- Communication – Respect & Response
- Customer Service Focus – Positive Attitude
- Ethical Conduct - Honesty & Integrity
- Safety

**Required Education and Experience:**

- High School Diploma or equivalent
- Two or more years of cash handling experience in a retail or similar environment.

**Additional Eligibility Qualifications:**

- Ability to speak, read, write, and comprehend the English language.
- Ability to convert military time to standard time and perform time calculation.
- Ability to perform basic mathematical skills (addition and subtraction).
- Ability to count American currency.



**Position Type/Expected Hours of Work:**

This position is full-time or part-time. Hours of work are typically 7 days a week between hours of 6:00 AM to 3:00 AM based on operational needs. Facilities are open 24 hours a day on every day of the year and work hours could occur at any time of day based on operational needs.

**Work Authorization/Security Clearance:**

Candidate will be required to successfully pass drug screen and criminal background checks.

**Supervisory Responsibility:**

This position has no supervisory responsibilities.

**Work Environment:**

The employee will be primarily working in a parking garage environment and are subject to all weather conditions including extreme heat or cold. The employee may be exposed to a high noise level and vehicle exhaust.

**Physical Demands:**

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee must be able to move agilely to avoid moving vehicles.

**EEO Statement:**

The Lancaster Parking Authority (LPA) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, the LPA complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation and training.

**Other Duties:**

Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.