

CUSTOMER SERVICE AMBASSADOR (PARKING FACILITIES)

Downtown Tempe Authority, Tempe, Arizona

FLSA Status: Non-Exempt

Department: Parking/Operations



Join the team that powers the Downtown Tempe district!

The award-winning Downtown Tempe Authority (DTA) is the team that makes downtown Tempe vibrant, welcoming, clean, safe, and fun- and every member of our team contributes to this work! As an employee, you will enjoy competitive pay, a generous benefits package, 401K match, vacation and sick pay, 12 paid holidays, FREE parking, and a great work culture.

Position Summary

The Facility Ambassador will assist the Parking Services Manager and Supervisors by delivering the company's standard of customer service while assisting parkers with their transactions and use of parking kiosks while maintaining an acceptable flow of traffic in and out of the parking facility. This position requires a dynamic individual with an infectious personality that is organized and is familiar with computers embraces technology. Above all else has the desire to provide exceptional customer service and wants to be part of an organization that truly makes a difference.

Essential Duties and Responsibilities

- When possible, always Greet customer by name, be responsive and timely with correspondence and problem resolution, and display a caring attitude, develop a rapport with the customer base.
- Assist customers in lobbies, lanes and in the parking office and help direct traffic.
- Promote good customer relations by consistently providing premier customer satisfaction with a friendly demeanor and can-do attitude.
- Assist with cashiering functions as needed including special event operations.
- Inspect facility access equipment at the start of each shift to confirm that all devices are online and operating properly. Follow company standard and facility specific operation procedures to address any issues.
- Maintain and repair any malfunctioning parking control equipment to ensure appropriate access in/out of the parking facility for the customer.
- Monitor intercom, online transactions and/or two-way radio for requests and respond to customers according to company standard and facility specific operating procedures.
- Assist customers making payments either through cash, credit card or validation using facility equipment according to the company's standard operating procedures.
- Assist with the general maintenance of the garage – sweeping, wiping down surfaces and equipment, emptying trash, pickup up trash, changing light bulbs etc.
- Provide the company's standards of service with each customer including maintaining the required uniform appearance, stating the company greeting, answering questions, resolving issues and thanking each customer at the end of any interaction.

Non-Essential Duties and Responsibilities

- May be asked by local management to complete small cleaning or maintenance tasks according to the company's maintenance checklists.
- Other special projects as assigned by location management.

Education and Experience

- High School diploma or GED preferred but not required.
- Parking industry or other hospitality industry experience is preferred but not required.
- Cash handling experience is preferred but not required.
- Strong Customer Service experience.

Skills

- Ability to read and comprehend verbal instructions and written correspondence.
- Ability to communicate effectively both verbally and through written correspondence.
- Ability to maintain a professional and friendly demeanor when working with other employees and the parking customer.
- Ability to provide customer resolution in a professional and friendly manner.
- Basic computer skills.
- Reacts well under pressure
- Responsible and ethical

Performance Standards

This position will receive an annual performance review from the direct supervisor to discuss actual performance as compared to company stated expectations and agreed upon job related performance goals for the upcoming year.

Physical Demands and Working Conditions

The physical demands of this position and the work environment characteristics described below are representative of those that must be met by an employee to perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Physical Demands: as part of performing the duties associated with this position, the employee will be required to stand, walk, sit, use hands-to-fingers, handle tools or controls, reach with hands or arms, talk and hear. Employee must occasionally lift and/or move objects up to 25lbs.

Work Environment: While performing the duties of this position, the employee may be subjected to weather conditions prevalent at the time.