

## Meter Collections & Maintenance Tech Job Description

<b>Job Title:</b>	Meter Collections & Maintenance Technician
<b>Department Name:</b>	Operations / Parking
<b>Facility Name:</b>	
<b>Reports To (Name &amp; Title):</b>	
<b>FLSA Status:</b>	Non Exempt
<b>Date Drafted:</b>	6/24/2024    Version No.    V 5.1
<b>Drafted By (Name &amp; Title):</b>	Channa Phillips, Operations Manager

### Position Summary

The Meter Collections and Maintenance Technician will report to the Area Manager and follow the company's standards of customer service while collecting canisters/vaults from the parking meters and kiosks. Maintain the meters and kiosks to be in superior condition and working order while making repairs as needed. This role also requires a proactive approach to maintenance, ensuring that all facilities and equipment are in optimal condition and that necessary supplies are always available. This position requires a dynamic individual with an infectious personality that is organized and is familiar with computers and possess basic repair and diagnostics ability. 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

- Collect and service all meters and kiosks as per the established route schedule using only approved collections equipment including identification card, locked cart and keys.
- Make needed repairs to the meters and kiosks including clearing jams, replacing batteries, and changing out failed parts. Maintains locks on the meters and the need to change out any faulty locks. Keeping the locks lubricated to prevent any faulty locks
- Inspect and maintain all decals and signage. Maintains a daily log of all collections and maintenance activities performed. Keeping track of faulty meters that might be causing any issues.
- Monitor email, alerts and two-way radio traffic for repair needs or customer assist calls and respond appropriately in a timely manner.
- Performs diagnostic checks regularly on all equipment to ensure proper calibration.
- Maintains a daily log of all collections and maintenance activities performed.
- Maintains inventory of tools, spare parts and other supplies needed for the superior maintenance of the meters and kiosks. Log and track all inventory items consistently.
- Conduct routine maintenance of garages, including cleaning and ensuring the proper functionality of all areas according to checklist logs.

- Assist with maintaining off-street facility access equipment.
- Assist with picking up trash around the premises to maintain a clean and safe environment.
- Promote good customer relations by consistently providing premier customer satisfaction with a friendly demeanor and a can-do attitude.
- Authority and Ability to operate gas and electric powered vehicles in a safe manner.
- 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.
- Assist with maintaining the off-street facility access equipment.
- Assist customers making payments either through cash, credit card or validation using facility equipment according to the company's standard operating procedures.
- 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.
- Assist with picking up trash in the off-street facilities.
- Complete vehicle logs of any vehicles used during the work shift.

### 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.
- Technical and/or mechanical knowledge preferred.
- 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.
- Strong attention to detail for maintaining accurate logs and inventories.
- Basic maintenance and repair skills for meters, kiosks, and garage equipment.

- Effective time management to balance routine tasks and unexpected responsibilities.
- Good communication skills for coordinating with team members and external vendors.
- Flexibility to cover various locations and tasks as needed.
- Customer service skills to ensure a positive experience for all customers.

### Performance Standards

This position includes an annual performance review conducted by the direct supervisor to evaluate actual performance against company expectations and set performance goals for the upcoming year. This role demands a proactive approach to maintenance, ensuring all facilities and equipment are in optimal condition and that necessary supplies are consistently available. Regular documentation and logging are essential for accurate tracking and accountability.

### 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 75lbs.

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

The employee, having reviewed this job description, understands that by signing below she/he is to adhere to both the above-described job responsibilities and company policies as listed in the Employee Handbook and as communicated by the Company from time to time while employed with Downtown Tempe Authority.

---

**Printed Name**

**Signature**

**Date**