



# Iowa Events Center

## JOB DESCRIPTION

<b>Job Title: Parking Attendant</b>	<b>Venue: Iowa Events Center</b>
<b>Company: Spectra Venue Management</b>	<b>Department: Events</b>
<b>Reports To: Parking Manager</b>	<b>Supervises People (Y or N): N</b>
<b>Non-Exempt (Hourly)</b>	

### JOB SUMMARY:

Parking Attendant is an on-call, per event employee who assists in direction of customers in and around the Iowa Events Center parking lots during events. This position is responsible for handling a high volume of cash and credit transactions in a responsible manner. This employee must have excellent attendance to ensure the success of the Parking Department during events held at the Iowa Events Center.

### **ESSENTIAL FUNCTIONS** (including, but not limited to...):

- Greet and direct customers entering parking lots
- Communicate parking information to the public
- Sell parking tickets
- Accept cash or credit payment. Count back correct change as needed
- Use credit machine with personal identification number and building codes
- Work in a variety of parking locations and positions
- Document all cars going through booth as assigned
- Balance cash drawer at the end of shift as assigned
- Park cars quickly and efficiently
- Monitor lot during events, immediately contacting supervisor as issues arise
- Provide positive and friendly experience to all customers
- Set up A-frame signs, parking cones, and reserved parking signs
- Identify and problem solve parking issues; prevent when possible
- Provide excellent customer service assistance to internal and external clients

### **REQUIREMENTS:**

- High school diploma or equivalent preferred
- Ability to work both independently and as part of team
- Must have a demonstrated ability to function in a fast paced, high-pressure environment
- Must have the ability to work flexible schedule including long hours, nights, weekends and holidays.
- Ability to communicate clearly in the English language and use a company radio to communicate
- Must be comfortable working with the public
- Requires strong interpersonal and communications skills

### **INTELLECTUAL/SOCIAL, PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

The intellectual/social, physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Intellectual/Social demands:**

While performing duties of this job, the employee is frequently required to multi-task under time limits and with moderate to high pressure situations. Position requires constant attention to details and accuracy of specified standards including: following simple to complex (more than 3 steps) instructions, and concentration which frequently extends beyond 30 minutes at a time; This position also requires frequent use of interpersonal skills with internal and external clients including: greeting, directing clients verbally and with visual cues towards parking locations. Employee will frequently communicate via radio and in-person with others and exchange accurate information. This position requires employee to frequently work

both independently or as part of a team. Position also requires being able to recognize and resolve conflicts, by being able to openly communicate with clients.

**Physical Demands**

While performing the duties of this job, the employee will frequently move about various areas of the parking lots in the course of directing customers. Employees may need to step in and out of parking booths to interact with customers. Employees may be required to stand on concrete for extended periods of time. Employee may occasionally be required, due to business demands, and event operations to lift and/or move up to 50 pounds.

**Work environment:**

The duties of this position are performed primarily outdoors in the weather conditions prevalent at the time. The noise level in the work environment is usually moderate. The environment can be loud depending on the amount of cars coming through the lot. Employees are constantly working with the public and occasionally exposed to high-pressure situations.

***This job description is subject to change.***

*Spectra is an Equal Opportunity Employer. Drug-Free Workplace.*

***I have read and understand the above job description. I am also aware that these responsibilities may change from time to time with or without notice.***

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

PRINTED: \_\_\_\_\_