



JOB DESCRIPTION

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| JOB TITLE | Floor Attendant |
| DEPARTMENT | Commercial Business Development Department |
| REPORTING TO: | Shift Supervisor |

Summary:

The Floor Attendant is responsible for, but not limited to, directing and assisting customers who require parking. He/she is must be polite and courteous with the customer at all times to render assistance or in addressing issues or complaints. Customer complaints or issues must be immediately reported to the Shift Supervisor and remedial action taken to resolve same. The customer must be provided with feedback in a timely manner.

The Floor Attendant is required to work on a shift basis and may be assigned to work in any of the car parks owned and/or operated by the Corporation. The incumbent may, however, be required to work outside of his/ her assigned hours of work from time to time to *either* ensure the efficiency and effectiveness of the car park’s operations *or* to facilitate special events/activities.

Education, Knowledge and Experience

- Evidence of having completed education at the secondary level
- Ability to write simple reports
- Evidence of having been trained in customer service skills
- Good communication and inter-personal skills
- Physically fit to conduct regular walk through of the car park(s)
- Must possess a valid Certificate of Good Character
- Basic knowledge of OSH
- Basic computer literacy
- At least 2 years’ working experience in a commercial establishment

OR

Equivalent combination of qualifications, training and working experience

Key Functions & Responsibilities

- Issues car park tickets
- Directs customers to available parking
- Assists customers with accessing parking tickets
- Assists customers with complaints/queries either directly or by ensuring that these issues are re-directed to the Shift Supervisor
- Ensures that customers park only in the designated areas
- Clamp vehicles parked illegally, having followed the appropriate procedure
- Conducts regular walk through of the floors and reports any incidents/issues
- Keeps track of available parking spaces and advises the Shift Supervisor
- Writes simple reports as may be necessary
- Performs any other related duties as may be required by the Shift Supervisor or Car Park Coordinator or Superior

Deliverables

- Ensures that customers are able to park with relative ease
- Ensures that exceptionally high quality customer service is provided to all customers at all times
- Provides assistance to customers in a timely fashion
- Reports on any issues/facility challenges that could escalate and hinder the operations of the car park
- Writes reports in a timely manner
- Provides support to the Cashiers as required

Person Specification

- Confidential
- Courteous and well mannered
- Customer centric
- Honest and reliable
- Good literacy and numeracy skills
- Good communication skills
- Able to operate basic office equipment
- Able to prepare simple letters/reports
- Must be punctual and regular in attendance
- Must be professionally groomed and attired at all times
- Team Player

- Alert and observant
- Must be able to work shift inclusive of weekends and public holidays

Dimensions and Scope of Role

- Operates in accordance with State Financial Regulations
- Operates in accordance with all relevant laws and regulations, including current Procurement legislation
- Operates within Scope of Authority
- Operates within the Policies and Procedures of UDeCOTT
- Performs work in a highly confidential and sensitive environment

Key Behavioural Competencies

Strategic Perspective: Has an understanding of issues, competitive markets and challenges in the wider business environment in the context of delivering short-term and long-term value; Ability to deliver results which add value to the department and to the Corporation.

Leadership: Ability to convince, influence, motivate and enable others to contribute to the efficiency, and success of the overall business strategy, culture and core values of the Corporation

Workload Management: Ability to contribute to determining measurable goals and objectives; Maintains focus on attaining high levels of performance and achieving results. Plans, prioritizes and organizes time and tasks to meet deadlines. Achieve objectives in an efficient and cost-efficient manner.

Integrity: Displays honesty, and credibility in relationships and work situations, consistent with the Corporation's values and principles e.g. sets good example, ethical conduct

Governance/Compliance: Demonstrates and behaves in accordance with the principles of transparency and accountability in accordance with laws, state and organizational policies and procedures.

Communication: Has the ability to communicate in a logical and organized manner at all levels in the organization. Willingly and consistently provide information in an easily understood manner that permits and encourages feedback.

Problem Solving: Is able to analyze complex data or situations, prioritize key issues; creates insightful solutions to problems and ensures proper execution.

Customer Service: Ability to influence employees to use 'gold' standards in providing continuous service to our clients. Has a sense of urgency in addressing customer issues or seeks information about the real underlying needs of the customer, beyond those expressed initially.

Relationship Building: Ability to manage key relationships and respond promptly to internal and external needs