



## **JOB DESCRIPTION**

JOB TITLE:	Parking Ambassador (Seasonal Full-time, Seasonal Part-time)
FLSA STATUS:	Non-Exempt
REPORTS TO:	Road Supervisor or Capital Program Manager
GRADE LEVEL:	2
SALARY RANGE:	\$26,956 - \$34,505
HIRING RANGE:	DOE

### **ESSENTIAL FUNCTIONS:**

The Parking Ambassador will be responsible for attending designated parking areas in Incline Village, NV. The Ambassador will direct visitors to appropriate parking areas to access the East Shore Express shuttle and the Tahoe Trail; provide information on bus connections and parking; ensure cars are parked in designated spaces and not blocking traffic flow; and assist with site specific payment options.

### **POSITION 1 - SPECIFIC RESPONSIBILITIES:**

- Position runs concurrent with the East Shore Express 2019 season
  - Dates: June 15, 2019 through September 2, 2019
  - Hours: 9:45 a.m. to 7:15 p.m.
  - Employees must be available for the entire season and on peak holidays
- Open the parking lot gates, restrooms, and trash dumpsters
- Perform parking lot inspection, noting and taking photos of damage or vandalism
- Check restrooms, dumpsters, and pick up trash
- Record each vehicle that parks in the lot, using a parking lot data form
- Distribute gate closure reminder
- Operate credit card machine for passengers; provide proof of payment to passenger
- Distribute surveys when passengers are waiting, collect completed surveys and return to the Road Supervisor
- Answer questions and distribute East Shore Express shuttle information
- On-going communication with Bus Operators
- Inform Dispatch, Road Supervisors or the Operations Manager of any problems immediately
- Be able to identify when additional service busses are needed
- Direct visitors to the overflow location when necessary
- Put up signage when necessary
- Monitor parking area to ensure there is no smoking or vandalism on school property and that the public is staying in the designated areas
- Ensure safety at the parking lots; keep the active bus loading and unloading zone clear of vehicles and passengers
- At the end of the shift, lock the gates and trash dumpsters

- If any vehicles are left in the lot, notify dispatch with vehicle description and license number

#### POSITION 2 - SPECIFIC RESPONSIBILITIES:

- Position runs between June 10, 2019 through September 28, 2019
  - Hours generally run from 9:30 a.m. to 4:00 p.m.
  - Position will be scheduled for five days a week and employees must be available for peak holidays and weekends for the entire season. After September 2, shifts may decrease to weekends only
- Perform parking lot inspection, noting and taking photos of damage or vandalism
- Pick up trash
- Record each vehicle information, using a parking lot data form
- Assist visitors with operational questions on parking kiosks
- Refill paper on parking kiosks
- Record common questions from visitors and any challenges with kiosk use
- Distribute surveys when passengers are waiting, collect completed surveys and return to the Capital Program Manager each week
- Answer questions and distribute East Shore Express shuttle information
- On-going communication with staff as needed through radio communication
- Inform Capital Program Manager of any problems immediately
- Direct visitors to the overflow location when necessary
- Put up signage when necessary
- Monitor Tunnel Creek Café, parking area, and no parking zone on highway and note illegal parking activity
- Ensure safety at the parking lots

#### KNOWLEDGE/SKILLS:

- A minimum of one year experience of increasingly responsible customer service, preferably in a transit or parking environment
- Knowledge about the Tahoe region
- High School/GED diploma preferred
- Knowledge of general parking practices and procedures
- Project a courteous, patient, helpful, and positive attitude when dealing with individuals of all backgrounds
- Strong organizational skills
- Responsible and safe credit card handling skills
- Ability to communicate well and maintain a positive work environment
- Comfortable initiating conversations
- Effective listening is essential
- Maintain attention to detail, often in stressful or adversarial situations

#### ABILITIES:

- Ability to work varied hours and days
- Ability to work independently
- Must be committed to safety

WORKING CONDITIONS/PHYSICAL EFFORT:

Performs work outdoors, possibly in adverse weather conditions. Physical condition commensurate with the demands of the position.

BENEFITS:

Full- time District employees receive vacation and employee medical, dental, vision, life insurance and short term disability. All employees are eligible to participate in the retirement plan and the District contributes 8% of employee compensation into a Social Security replacement plan and 4% of employee compensation into a retirement plan. The employee can contribute voluntarily to a 457(b) deferred compensation plan.

APPLICATION PROCEDURE:

Any qualified person interested in this position should submit their application to DeDe Aspero, Tahoe Transportation District, P.O. Box 499, Zephyr Cove, Nevada 89448 or email to [daspero@tahoetransportation.org](mailto:daspero@tahoetransportation.org).