



## **JOB DESCRIPTION**

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| JOB TITLE:    | Parking Ambassador (Seasonal Full-time and/or Part-time) |
| FLSA STATUS:  | Non-Exempt   |
| REPORTS TO:   | Capital Program Manager                                  |
| GRADE LEVEL:  | 4  |
| HOURLY RATE:  | \$15.56 - \$19.92  |
| HIRING RANGE: | Depends on experience                                    |

### **ESSENTIAL FUNCTIONS:**

The Parking Ambassador will be responsible for monitoring a designated parking area in Incline Village, NV. The Ambassador will inform and educate visitors on parking information and access to the Tahoe East Shore Trail; assist in ensuring that vehicles are parked in designated spaces and not blocking traffic flow; assist with site specific payment options at parking meters/kiosks; and in the noticing of vehicles that are non-compliant by placing a notice of payment on the windshield. Assist with exit surveys and data collection.

### **EXPECTED HOURS AND DAYS OF WORK:**

- Parking Ambassador positions are weather dependent and may have staggered start and end dates to cover the parking operations and seasonal demand from approximately mid-March through November 30 annually.
  - Hours of operations generally run from 7:00 a.m. to 6:00 p.m., but can be variable with staggered positions and priorities on Thursdays, Fridays, weekends, holidays, and prime parking hours 9:00 a.m. to 3:00 p.m. Applicants must be available to work the following holiday weekends: Memorial Day, Independence Day and Labor Day. Hours will be set considering the selected applicant pool.
  - Dependent upon the applicant pool, the position can be scheduled for up to five days a week or split between two or more interested applicants.

### **SPECIFIC JOB RESPONSIBILITIES**

- Perform parking lot inspections, noting and taking photos of damage or vandalism and documenting vehicle non-compliance, including issuance notices of non-compliance.
- Pick up litter in parking areas.
- Assist visitors with operational questions on parking kiosks.
- Refill parking kiosks receipt paper and clean kiosks.
- Record common questions from visitors, any challenges with kiosk use, or observations of notable issues, such as excess litter, illegal parking activity on highway, illegal turn movements, etc. and report to supervisor.
- Provide materials on trails and other resource information.
- Distribute surveys to the public, collect completed surveys and return to the supervisor weekly.

- On-going communication with staff and project partners as needed.
- Direct visitors to other options when necessary.

#### EDUCATION AND EXPERIENCE:

- A minimum of one-year experience of increasingly responsible customer service, preferably in parking, transit, or recreation & tourism environment
- Knowledge about the Tahoe region
- High School/GED diploma preferred but not required
- Knowledge of general parking practices and procedures a plus, but not required
- Project a courteous, patient, helpful, and positive attitude when dealing with individuals of all backgrounds
- Strong organizational skills
- Responsible, safe, and self-starting attitude
- 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

#### WORKING CONDITIONS/PHYSICAL EFFORT:

- Ability to work varied hours and days
- Ability to work outdoors, providing own proper clothing and footwear. Adverse weather conditions may be present.
- Ability to walk several miles per day on paved surface and stand for extended periods of time.
- Ability to operate technical equipment with training, such as parking meters/kiosks, cell phone, printer.
- Ability to work independently
- Must be committed to safety and customer service

#### BENEFITS:

Employees will receive compensatory time off (CTO) in lieu of overtime pay at a rate of no less than one and one-half hours for each overtime hour worked and approved by the supervisor. Twenty-four (24) hours of paid sick leave will be provided and may be used each fiscal year.

#### OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of duties or responsibilities that are required of the employee for this job. Duties, responsibilities, or scheduling may change at any time with or without notice.

#### 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).

**The Tahoe Transportation District encourage applicants who wish to work 40 hours per week and those that desire less than 40 hours to apply.**