



July 2023  
FLSA: Non-Exempt  
Grade: 19  
Salary Range: \$37,674 - \$49,576

## **PARKING ATTENDANT**

### **DEFINITION**

Under general supervision, attends a designated parking area in Incline Village, Nevada; directs visitors to appropriate parking spaces to access the East Shore Express shuttle, ensure cars are parked in designated spaces and not blocking traffic flow; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This journey level classification is responsible for independently attending a designated parking area. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so qualified employees can perform the essential functions of the job.*

- 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.
- Distribute surveys when passengers are waiting, collect completed surveys, and return to the Transit Supervisor.
- Answer questions and distribute East Shore Express shuttle information, direct other questions to a supervisor or management.
- On-going communication with Bus Operators.
- Inform Dispatch, Transit Supervisors, Operations Supervisor, or Operations General Manager of any problem immediately.
- Be able to identify when additional service busses are needed.
- Direct visitors to the overflow location when necessary and record number of vehicles sent to overflow lots on parking lot data form.

- Put up signage when necessary.
- Monitor parking area to ensure there is no smoking or vandalism on school property and 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.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- The Tahoe region.
- General parking practices and procedures.
- Strong organizational skills.
- Effective listening.
- Attention to detail, often in stressful or adversarial situations.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

### **Ability to:**

- Project a courteous, patient, helpful, and positive attitude when dealing with individuals of all backgrounds.
- Communicate well and maintain a positive work environment.
- Initiate conversations.
- Work varied hours and days.
- Work outdoors, providing your own proper clothing and closed-toe footwear.
- Work independently.
- Understand and follow oral and written instructions.
- Follow department policies and procedures related to assigned duties.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### **Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

### **Education:**

- Equivalent to completion of the twelfth (12<sup>th</sup>) grade preferred but not required.

Experience:

- One (1) year of experience of increasingly responsible customer service, preferably in a transit or parking environment.

**Licenses and Certifications:**

- Possession of a valid California or Nevada Driver's License, to be maintained throughout employment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard outdoor setting, possibly in adverse weather conditions. Physical condition commensurate with the demands of the position.

**ENVIRONMENTAL CONDITIONS**

Positions run concurrent with the East Shore Express 2024 season. Dates run from mid-June through Labor Day weekend. Hours of operation will be determined, and employees must be available for the entire season and on peak holidays.

**WORKING CONDITIONS**

Must be flexible and able to work various days.