



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

PARKING AMBASSADOR

DEFINITION

Under general supervision, monitors a designated parking area in Incline Village, Nevada; informs and educates visitors on parking information and access to the Tahoe East Shore Trail; assists in ensuring that vehicles are parked in designated spaces and not blocking traffic flow; assists 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; assists with exit surveys and data collection; 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 monitoring 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.

- Perform parking lot inspections, noting and taking photos of damage or vandalism and documenting vehicle non-compliance, including issuing notices of non-compliance.
- Pick up litter in parking areas and sweeping of sidewalks.
- Assist visitors with operational questions regarding 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, speeding in parking lots, etc. and report to supervisor.
- Provide materials on trails and other resource information.
- Distribute surveys to the public, collect completed surveys and return them to the supervisor weekly.
- On-going communication with supervisor and project partners as needed.
- Direct visitors to other parking and transit options when necessary.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- The Tahoe region.
- General parking practices and procedures a plus, but not required.
- Strong organizational skills.
- Responsible, safe, and self-starting attitude.
- 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.
- Walk several miles per day on paved surface and stand for extended periods of time.
- Operate technical equipment with training, such as parking meters/kiosks, cell phone, and hand-held printer.
- 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 (12th) grade preferred but not required.

Experience:

- One (1) year of experience of increasingly responsible customer service, preferably in parking, transit, or recreation and tourism 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; vision to read printed materials, a cell phone screen, and a hand-held printer; and hearing and speech to communicate in person and over the telephone. The job involves walking on a paved surface and standing for extended periods of time. Positions in this classification bend, stoop, kneel, and reach to perform work.

ENVIRONMENTAL CONDITIONS

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 staffing 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. Depending on the pool, the position can be scheduled for up to five days a week or split between two or more interested applicants.

WORKING CONDITIONS

Must be flexible and able to work various days.