

POSITION: Parking Services Customer Service Assistant

DEPARTMENT: Parking Services

REPORTING TO: Car Park Operations Manager

HOURS: 42 hours per week

Reporting to the Car Park Operations Manager, the customer service assistant (CSA) will work as part of a team to ensure the smooth running of the airport car parks. The CSA will demonstrate excellent customer service at all times across all levels of communication. The CSA will ensure the efficient operation of all car parks to include carrying out regular patrols, implementing traffic measures when required, maintaining the car park equipment to a high working standard and carrying out basic grounds maintenance including grass cutting. The CSA will ensure the appearance of the car parks and all customer areas are kept clean and safe at all times.

Key Responsibilities

- To be proficient in all aspects of the car park operating systems and procedures to ensure the safe and smooth operation of the car park and to adhere to these at all times.
- To deal with all customer queries providing excellent customer service.
- To be competent in the repair, maintenance, fault reporting or replenishment of car parking equipment in line with manufactures recommendations.
- To operate parking control equipment as appropriate completing relevant reports, logs and forms provided.
- To ensure compliance with standard operating procedures and the handling of money.
- To ensure that all transactions/barrier raises are accounted for and recorded accordingly.
- To complete and file all relevant documentation in accordance with Company Policies and Procedures.
- Always adhere to Health and Safety requirements and best practice.
- To carry out foot patrols and manual car park counts of all car parks ensuring data is recorded and the Skidata system is adjusted accordingly.
- To carry out cleaning, litter picking and ground maintenance duties including grass cutting as required or directed.
- To monitor the appearance of the car parks and working areas, taking action to ensure that company standards are achieved and maintained.
- Ensure that the Company's Equal Opportunity Policy is fully implemented at all times.
- Undertake any other duties consistent with the nature and grade of the post as necessary or as requested.
- Attend training sessions as required by the Airport.

Skills required

- Good level of numeracy capabilities
- Excellent customer service skills
- Good oral and written communication skills
- Computer literate
- Experience with cash handling desired
- Must enjoy working outdoors.
- Experience of working with members of the public
- Must be physically fit
- Smart appearance
- Flexibility and adaptability
- Discretion and trustworthiness
- Organisational skills and the ability to multitask
- The ability to be proactive and take the initiative
- Ability to remain calm in difficult/demanding situation