

Job Description

Parking Services Customer Service Assistant

Statement of Purpose

The purpose of this role is to ensure the efficient operation of all car parks, carry out regular car park patrols and maintain the prescribed standards of quality, cleanliness and safety.

Summary of Role

Reporting to the Car Park Services Supervisor, 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 and will ensure the efficient operation of all car parks including carrying out regular patrols, maintaining the car park equipment to a high working standard and carrying out grounds maintenance ensuring the appearance of the car parks and all customer areas are kept clean and safe at all times.

Shifts are between the hours of 0400 to 0030 7 days per week, 365 days a year and these are subject to change at short notice due to operational reasons i.e. delays, diversions, cancellations or additional movements. This will consist of early and late shifts. The post holder may be required to stay beyond their rostered finish time during flight delays and disruption. The post holder must be available and have a willingness to work flexible hours and this includes unsociable hours, weekends and seasonal holidays.

Key Responsibilities

- To deal with all customer queries via face to face, telephone and online
- The repair, maintenance, fault reporting and replenishment of car parking equipment in line with manufacturers recommendations.
- To operate parking control equipment as appropriate completing relevant reports, logs and forms.
- Always adhere to Health and Safety requirements and best practice.
- To carry out foot patrols and manual car park counts of all car parks.
- To carry out basic ground maintenance duties including cleaning and litter picking.
- 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

- Excellent customer service skills
- Must enjoy working outdoors
- Experience of working with members of the public
- Smart appearance
- Flexibility and adaptability
- The ability to be proactive and take the initiative
- Ability to remain calm in difficult/demanding situations