

Job title	Car Park Assistant
Reports to	Car Park Manager / Car Park Supervisor

1. Purpose and Scope

The purpose of this position is to control the parking of vehicles whilst maintaining the prescribed standards of quality and delivering continuous improvement.

Ensuring the efficient operation of the car parks and to provide a level of service which gives complete customer satisfaction.

2. Key Accountabilities and Role Outputs

- Receiving and answering in a polite manner parking enquiries from members of the public.
- Assisting in an effective customer care policy.
- Be proactive in your approach to resolving customer complaints.
- Monitoring CCTV and answering intercom enquiries.
- Maintaining good relations with all customer/clients.
- Operating parking control equipment as appropriate.
- Regulating entry and exit of vehicles to and from car parks.
- Carrying out patrols and/ or cleaning duties as directed.
- Assisting customers in distress or in need of other assistance.
- Undertaking random foot patrols of the car park/recording in the patrol log books and monitoring personnel activity to deter criminal activity.
- Monitoring the appearance of the car parks, taking action to ensure that company standards are achieved and maintained.
- Ensuring compliance with relevant quality and management standards, and company compliance procedures by regular reviews and audits.
- Maintaining good communications and consulting regularly with your line manager and car park staff, seeking assistance and contributing fully to the resolution of outstanding issues.
- Where necessary operating and moving Meet & Greet vehicles in line with current local processes/procedures.
- Regularly monitoring competitors' activities and report findings to your line manager.
- Working with all managers and staff to implement successful marketing and promotional initiatives to increase sales and maximise income opportunities.

- Assisting in the cover/relief of reception and customer service functions during breaks and holiday periods.
- Operative to be competent in the operation of the parking tills, intercoms, customer service desks, vehicle jumpstarts, all car parking equipment and to be trained in all future site developments and operational enhancement.
- You will develop an operational style that complements the company's vision and values.
- Where appropriate reconciling daily shift reports/cash /pre-booking revenue by exception.
- You will be required to work collaboratively with other departments within the Cardiff Airport team where required to do so.

The role holder may be asked to undertake other duties, as required, which are not necessarily specific to this role profile but which are commensurate with the grade for this role. It may be amended from time to time within the scope and general level of responsibility attached to this role.

3. Health and Safety

It is our intention to demonstrate an ongoing commitment to improving health and safety at work throughout the airport. We will comply with all requirements of health and safety legislation.

In order to do this, all staff must have a good awareness and understanding of health and safety hazards and risks that may affect themselves, passengers or other people on-site and must comply at all times with excellence in conduct, behaviour and attitude.

Senior management will ensure that:

- adequate resources are provided for health and safety;
- health and safety is adequately assessed, controlled and monitored;
- Our people are actively involved in all aspects of creating and maintaining a healthy and safe working environment.
- It shall be the duty of every employer to ensure, as far as is reasonably practicable, the health, safety and welfare at work of all his employees.

4. Skills, Knowledge and Experience

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Math and English GCSE or equivalent. 	
Experience	<ul style="list-style-type: none"> • Experience of dealing with customers on a face-to-face basis. 	<ul style="list-style-type: none"> • Customer Service experience within a retail or aviation environment.
Knowledge	<ul style="list-style-type: none"> • A commitment to upholding high standards of service to customers. • An understanding of the principles of Equality, Diversity and Inclusion. 	
Skills	<ul style="list-style-type: none"> • Good communication skills. • Good Computer literacy skills. • Able to work in internal and external environments. • Proactive and determined to deliver an excellent service. • Possess cashing handling skills. 	
General	<ul style="list-style-type: none"> • Full UK Driving licence • Ability work under pressure and to achieve outcomes. • Professional and confident. 	