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| Job title | Meet & Greet - Front of House Representative |
| Reports to | Car Park Manager / Car Park Supervisor |

1. Purpose and Scope

This position will operate from the Meet & Greet car parking office based at the airport.

The primary objective of this position is to provide administrative and “front desk” support for the meet & greet parking service at the airport.

2. Key Accountabilities and Role Outputs

- Support Meet & Greet with day-to-day front desk and administrative activity.
- Control all office supplies and stationery, correspondence, emails, diary and events, filing, archiving and other ad hoc office requirements as necessary
- Provide a professional receptionist/telephonist service for all customers, clients and visitors to the meet & greet parking office.
- Liaise with all on-site parking and airport parking staff to ensure that a seamless service is provided to the client and customers.
- Compile and collate statistics and other operating reports as required by the Manager/Supervisor
- Operative to be competent in the operation of parking tills, intercoms, customer service desks, vehicle jumpstarts, all parking equipment and to be trained in all future site developments and operational enhancements.
- Monitoring the appearance of the car parks, taking action to ensure that company standards are achieved and maintained.
- Monitoring CCTV and answering intercom enquiries.
- Regulating entry/exit of vehicles to and from the car parks.
- Assisting in the cover/relief of reception and customer service functions during breaks and holiday periods.
- Where appropriate reconciling daily shift reports/cash/pre-booking revenue by exception.
- You will develop an operational style that compliments the company’s vision and values.
- 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.
- 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.
- Operating car park control equipment as appropriate.
- Assisting in an effective customer care policy.
- Be proactive in your approach to resolving customer complaints.

The role holder may be asked to undertake other duties, as required, which are not necessarily specific to this role profile 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"> • A good standard of education. • Computer literacy with some working knowledge of MS Office packages including Word, Excel and PowerPoint. | |
| Experience | <ul style="list-style-type: none"> • Customer service experience. | <ul style="list-style-type: none"> • Previous experience within administrative, secretarial and/or reception or front desk experience in the relevant sector. |
| 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"> • First class customer service skills gained in a front-line environment. • Good communication skills. | <ul style="list-style-type: none"> • First Aid certificate. |
| General | <ul style="list-style-type: none"> • Full, clean drivers licence. • Committed approach, with the ability to work flexible day and night shifts as required. • Self-motivated, with a “can-do” attitude and the ability to think and plan independently while working alone or as part of a team. | |