

CITY OF HELENA



Position Title: Parking Garage Ramp Cashier

Department: HPC

Position #: _____

Grade: Union

EEO Category: (08) Service Maintenance

FLSA: Non-exempt

EEO Function: (15) Other

Work Comp Code: 9410

DEFINITION

Under supervision, to perform a variety of duties involved in the daily operation of the parking garage.

SUPERVISION RECEIVED

Supervised by BID Operations Manager

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Ensure machines are turned on and are operating correctly and stairwell doors and the elevator are unlocked.

Before opening the ramp in the morning empty lock box and log money receipts.

Report license numbers of abandoned vehicles or vehicles with unpaid violations for appropriate action.

Read parking vouchers; calculate cost and collect money; log money received throughout the assigned shift; calculate money at the end of the assigned shift; balance money received against tickets received; place money and tickets in designated bag and lock bag.

Assist patrons if they have lost parking cards or window decals.

Refer information concerning defective parking equipment or hazardous situations to supervisor or other appropriate staff.

Assist pedestrians, motorists, and visitors by explaining parking policies ordinances and facility locations; respond to inquiries, provide directions and general information regarding the City of Helena.

Monitor non-parking activity in the ramp to protect the safety of people and property in the ramp; contact the police department as needed for assistance.

Perform light cleaning including cleaning the bathroom or elevator and picking up trash or broken glass.

May assist with general office work as needed.

Perform a variety of closing duties including locking doors and stairwells; record last ticket number in the machines; put gates up; lock up cash fund; take locked bags from the day's activities to the night drop at the bank.

Maintain equipment issued by the Parking Commission including hand held radio, badge, tools, and other necessary equipment.

OTHER JOB RELATED DUTIES

May perform Parking Control Officer duties as needed.

Perform related duties and responsibilities as assigned.

SAFETY RELATED DUTIES:

Abide by the City of Helena and department/division work practices established for specific job assignments and occupations.

Report occupational injuries, illnesses and near misses immediately to their supervisor. Follow supervisor instructions for obtaining first aid and/or medical attention. Participate in accident investigations as requested by the supervisor.

Participate fully in safety training. Suggest improvements in safety training requirements or programs to the supervisor or the safety committee.

Identify unsafe work conditions and unsafe practices. Correct hazards or report them to the supervisor or safety committee as appropriate.

Maintain and clean work area on a daily basis, including sweeping and mopping the floor; washing the cashier windows and doors and emptying the garbage.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Basic office practices, methods, telephone and computer equipment.

Principles and procedures of record keeping and reporting.

Basic mathematical principles.

Basic Customer Service Skills and Techniques

Skill to:

Operate a cash register.

Ability to:

Learn, interpret, and apply the policies, procedures, laws, and regulations pertaining to assigned programs and functions.

Prepare and maintain accurate and complete records.

Prepare clear and concise reports.

Calculate and make change correctly.

Utilize strong customer service skills when responding to requests, complaints and inquiries from the general public.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course work.

Physical Demands & Work Environment:

Ability to sit, stand, walk, crouch, stoop, squat, twist, climb, and lift 20 lbs; exposure to noise, brief periods of cold and exhaust fumes; availability for shift work.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

One year of responsible cashiering experience.

Training:

Formal or informal education or training which ensures the ability to read and write at a level necessary for successful job performance.

License or Certificate:

None.

Reviewed: October 2008

Effective Date: October 2006