

Position Description

Cashier

MAT Garage Operations

Organization

The Hartford Parking Authority (HPA), a quasi-municipal agency of the City of Hartford, which is overseen by a five-member appointed board of directors, leads the operations and maintenance of Hartford's municipal garage, multiple surface parking lots, public library parking, and all the on-street parking within the city. HPA is an active participant in the City of Hartford's transformation into a more walkable, playable, and vibrant city. While supporting the needs of a blossoming downtown, the HPA also provides support and outreach to the local neighborhoods in order to help resolve resident parking needs. Please visit www.hartfordparking.com to learn more.

Position

The Cashier is the front-line personnel responsible for greeting, engaging and interacting with all customers entering and exiting the facility. The position requires cash handling, making correct change, monitoring transactions, etc. for traffic entering/exiting the facility. Along with the availability to work:

Special shift requirements, if any, will vary depending on a hiring need. If applicable, availability to work 1st, 2nd shift, 3rd shift and/or week-ends may be required.

Responsibilities

- Responsible for on time and in uniform for every scheduled day.
- Verifies at the start of shift that the starting bank, in the draw, of revenue to ensure starting total is correct.
- Collects cash and/or validations and maintains security of cash.
- Makes change and issues receipts or tickets to customer for each transaction.
- Computes or re-computes bill from ticket showing amount due per customer.
- Operates cash register after time calculation (manually or by machine), calculates cost of transaction and displays cost of customer transaction on cash register.
- Quotes prices for parking services for which money is received upon customer receipt.
- Gives directions to customers to various locations in the city.
- Completes lost ticket forms when original tickets cannot be located.
- Resolves customer complaints independently or with the aid of a supervisor.
- Answers telephone in a prompt and courteous manner.
- Maintains cleanliness of booth and picks up trash in the surrounding area.
- Conducts timely checks to see if a proper inventory of necessary work aids and supplies are located in booth.
- Verifies log of shift transactions against bank of revenue on hand.
- Compiles bank of collected revenue during the day once a predetermined amount of money has been collected.

- Record amounts received, cars in/out of facility, cars left in a facility (if applicable) while preparing shift report of transactions.
- Meet and greet each customer with courtesy and great customer service.
- Collect the parking fees and provide correct change.
- Understand and know how to handle different types of parkers; i.e. clients, visitors, employees, administration, etc.
- Understand the surroundings and building area in order to answer questions.
- Complete the daily report.
- Assist in staffing the exit or entry booth during peak collection hours in order to facilitate exit/entry should problems occur.
- Communicate with management, supervisors and traffic directors.
- Answer customer service questions concerning parking and answer general customer. Inquiries in a courteous, professional and effective manner, referring questions to the supervisor when applicable.
- Determine traffic flow in times of equipment failure or during periods of construction.
- Demonstrates a sense of urgency and timeliness.
- Demonstrate the ability to seek improvement.
- Field additional duties if they are assigned.
- Any other duties that may be assigned by the supervisor

Qualifications

Education:

- High school diploma or GED preferred but not required.
- Strong customer service experience.
- Cash handling experience is required.
- Parking industry experience is preferred but not required.

Skills:

- Willingness to be flexible.
- Able to handle challenging and at times, emotionally charged situations.
- Able to speak, read, and comprehend the English language.
- Must be able to make decisions independently and stay firm on decisions made (not easily persuaded).

Physical Demands:

- Willingness to work in the elements – heat, wind, snow, rain, etc.
- Able to lift, push and pull at least 20 pounds.
- Able to stand, walk for extended periods of time.
- Able bend, stoop, squat and lift frequently throughout a shift

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

accommodations may be made to enable individuals with qualified disabilities to perform the essential duties/functions.

Mathematical skills:

- Able to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

Language skills:

- Able to read and comprehend simple instructions, short correspondence and memos, and to write simple correspondence.
- Able to effectively present information in one-on-one and small group situations to customers, clients, supervisors and other employees of the organization.

Reasoning ability:

- Able to apply common sense understanding to carry out detailed but standard written or oral instructions, and to deal with problems involving a few concrete variables in standardized situations.

Other skills and abilities:

Able to use clock (standard/military time), calculator (optional) or credit card machine to handle transactions. Able to maintain a pleasant and mannerly demeanor when speaking on the telephone and with the public. Able to effectively respond to customer problems or complaints.

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel objects, tools, or controls and reach with hands and arms. The employee is occasionally required to walk and sit. Specific vision abilities required by this job include close vision.

HPA Parking is an equal opportunity employer. In all our employment practices, including hiring, we are firmly committed to provide equal employment opportunity (EEO) to all persons, regardless of race, color, religion, sex, national origin, disability, age, genetics, Vietnam era, special disabled, recently separated and other protected veterans, or any other characteristic protected by federal, state or local law. No question in our application process is used for the process of limiting or excluding any applicant's consideration for employment on such grounds.

To Apply: Please send resume with cover letter to Mingo.gomes@hartfordparking.com

The Hartford Parking Authority is an Equal Opportunity Employer