

Position Description

Event Staff/Temp/Seasonal

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 Event Staff personnel are the front-line individuals responsible for greeting, engaging and interacting with all customers attending the MAT garage.

The Event Staff position is seasonal in nature and may only last the duration of the Garage's busiest seasons.

Responsibilities

- Meet and greet customer with courtesy and great customer service.
- Understand the surroundings and event details in order to answer questions.
- Expedite the traffic flow in a timely fashion.
- Adhere to dress code – Must be able to work outside in any weather conditions (rain, snow, wind, heat, etc.) and be able to continuously stand for extended periods of time.
- Follow all safety standards.
- Communicate with management, supervisors and traffic directors.
- Answer customer service questions concerning parking and the answer general customer inquiries in a courteous, professional and effective manner and refer questions to the supervisor when applicable.
- Will be expected to take direction from Managers, Supervisors and emergency responders during emergencies.
- Additional duties as assigned.

Qualifications

- Parking industry experience is preferred but not required.
- Previous experience working in outdoor/extreme weather conditions preferred.

Skills:

- Able to communicate professionally and effectively.
- Willingness to be flexible.
- Must be able to work unsupervised.
- Able to speak, read, and comprehend the English language.
- Must be able to work standing-up/on-feet for extended periods of time.

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 and run for extended periods of time.
- Able to 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.

HPA 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