

Position Description

Maintenance Specialist Team Lead

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 Maintenance Specialist Team Lead is responsible for all janitorial and responsibilities some on-site maintenance for the garage. Ensuring the garage is clean and maintained on a daily basis. Interface with customers, handle disputes, provide effective communication between co-workers, customers and clients. One must be proactive to the garage and any potential/current repairs.

Responsibilities

- Ensure garages and surface lots are maintained and cleaned on a daily basis.
- Responsible for general maintenance of the garage and surface lots - sweeping, wiping down surfaces and equipment, emptying trash, picking up trash, changing light bulbs, maintain equipment etc.
- Assist with snow removal and management of winter upkeep (managing sidewalks and garages).
- General to light landscaping.
- May need to operate garage/floor sweeper and scrubber to ensure floors are clean and safe.
- Responsible for ensuring all daily duties on maintenance checklist are completed efficiently and timely.
- Greet customers using name, be responsive and timely with correspondence and problem resolution, and display a caring attitude, develop a rapport with the customer base.
- Provide vehicle assistance to customers in garages, if necessary.
- Assist customers as needed over call; button, in the lobby, parking lanes, and in the parking office.
- Promote good customer relations by consistently providing premier customer satisfaction with a friendly demeanor, can-do attitude, and willingness to help at all times.
- Assist with cashiering functions as needed.
- Perform other duties as assigned.

Qualifications

Education:

- High school diploma or GED preferred but not required.
- Experience with general facility maintenance is preferred.
- Experience in customer relations.
- Parking industry experience is preferred but not required.

Skills:

- Able to communicate professionally and effectively.
- Willingness to be flexible.
- Able to handle challenging and at times, emotionally charged situations.
- Must be able to work unsupervised.
- 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).
- Demonstrates a sense of urgency and timeliness.
- Eagerness to learn and be part of a team.
- Excellent team-building and interpersonal skills.

Physical Demands:

- 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.
- Able to operate machinery including a golf cart.

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 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