



**CITY OF
ST. AUGUSTINE**

**PERSONNEL
MANUAL**

3.	Job Description
3.2	General Employees
3.2.190	Parking Lot Attendant (PT)

Job Position Parking Lot Attendant (PT)

Department Visitor Services

Division VIC/HDPF

Job Description

Responsibilities consist of operating a booth on an assigned shift and operating a fee computer system to compute and receive payment from the public who has parked in the facility. Work includes greeting, computing and informing customers of money owed, and collecting and issuing a receipt for funds received. Ensures the safety and security of payment received, completes necessary records and reports, balances cash with records. Work is overseen by the Parking Lead, supervised by the Properties Management Supervisor, and is evaluated through observation, review of daily records and cash received, and audit of tickets and cash received.

Job Responsibilities

Greets customers; computes amount of money owed; collects funds; and provides customer receipts. Answers questions about geographical vicinity; gives directions to customers.

Operates computer and credit card system to perform cash receipt functions.

Handles special problems such as lost tickets, no available funds, and irate customers in a professional manner.

Assists customers with Pay-on-Foot usage.

Balances cash register records with cash receipts; checks out cash register at end of shift. Completes necessary records and reports.

Assists Parking Lead with answering phone and related office duties. Notifies Parking Lead of problems and safety issues.

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	John Regan, City Manager		
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3.2.190 Parking Lot Attendant (PT)

Job Description (continued)

Cleans work areas to ensure safe and professional appearance.

Performs related duties as required.

Education, Training and Experience

High school graduate with some experience as a cashier.

Working knowledge of the methods used in receiving and receipting cash.

Ability to compute time in facility and amount of money owed.

Ability to maintain and verify records against cash received.

Ability to establish and maintain effective working relationships with other personnel and public.

Ability to deal courteously and tactfully with public.

Ability to communicate effectively in oral and written forms.

Willingness to be confined to parking booth for extended period of time with temperatures at times being extremely hot or cold and weather conditions at times being adverse.

Driver's License Requirement: None.

Physical Demands

The physical demands representative of those that must be met to successfully perform the essential functions of this job. Although the position is semi-sedentary in nature it does require the employee to frequently stand and move; work outside in various conditions; arm, hand, and finger dexterity in order to perform duties; and be able to frequently lift or move items up to 25 pounds and occasionally lift or move items up to 40 pounds. Must be able to detect various colors including red and green. The employee is regularly required to communicate and exchange information courteously, effectively, and promptly with the public.

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