

**INTERSTATE PARKING COMPANY  
JOB DESCRIPTION**

**JOB TITLE:** VALET ATTENDANT  
**REPORTS TO:** Supervisor/General Manager  
**FLSA Status:** Non-Exempt

**SUMMARY:**

Overall responsibility/accountability for all aspects of parking customer vehicles in assigned station/lot or facility.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Include but are not limited to the following, as additional duties and responsibilities may be assigned.

- Provide a courteous and professional relationship with all customers, vendors, subordinates, co-workers and managers. *“Treat others as you would want to be treated.”*
- Hiring, retention, professional development (including but not limited to customer service, operational procedures, time card completion and on-the-job safety), supervision, and termination of direct reports
- Document corrective actions or progressive discipline to improve performance
- Conduct field audits of direct reports
- Create, implement and maintain strategies for maximizing profitability
- Properly collect, record, and deposit in the bank all monies received in the day of each shift, if applicable, ensuring that bank deposit bags are secure and not visible inside the booth
- Drive, park, and/or retrieve customer’s vehicles upon arrival and departure
- Accurately complete all required paperwork for each shift
- Maintain a clean location or facility, ensuring that trash and debris are cleared from the location throughout the day
- Monitor and maintain required signage; compliance with parking and safety regulations, to company standards
- Report any vehicles meeting impound criteria to supervisor
- Conduct a visual check of vehicles, looking for such things as dents, scratches, damage, broken lights, windows, and record the existing damage on customer’s claim ticket.
- Immediately report any damages incurred, and any claims of damage incurred reported by customer to their vehicle, and/or complete an incident report
- Accurately clock in/out at scheduled work times, using the time card or Source Time
- Accurate completion and submission of all time cards, according to payroll requirements

- Respond and resolve payroll inquiries and/or corrections, according to company standards
- Maintain a clean, neat, professional appearance at all times. While on the job, wear the designated uniform, if required, and display identification badge
- Regular, consistent attendance during scheduled work hours and the ability to work overtime if requested

**QUALIFICATIONS:**

To successfully perform this job, an individual must be able to perform each essential duty and responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:** High school diploma, or General Education Degree (GED), or one to three months related experience or training desirable. An equivalent combination of education and experience is acceptable. Comfortable with data entry using electronic devices.
- **Licenses:** Valid state-issued driver's license and proof of insurance card. (Must be able to pass a company driving skills test including being able to drive a vehicle with a manual transmission.)
- **Language Skills:** Able to read, write and comprehend instructions, correspondence and memos. Able to effectively communicate in one-on-one and small group situations.
- **Mathematical Skills:** Able to add, subtract, multiply and divide, using whole numbers.
- **Reasoning Ability:** Able to apply common sense when performing duties and following written and oral instructions.
- **Physical Demands:** Able to stand, walk, run, sit, climb, balance, stoop, and kneel. Able to occasionally lift and/or move up to 25 pounds.
- **Work Environment:** Frequent exposure to wet and/or humid conditions, fumes, or airborne particles and outside weather conditions. The work environment noise level is usually moderate and occasionally loud.
- **Other:** Able to transfer/relocate to another facility/location without notice at any time.

*Note:* All employees are subject to internal audits to ensure compliance of all policies and procedures related to recording, handling and depositing of money received and of other duties assigned. In the event an employee fails an internal audit, the employee may receive disciplinary action, up to and including termination of employment.

I have read and understand the above job duties and responsibilities.

\_\_\_\_\_  
EMPLOYEE NAME [PLEASE PRINT]

\_\_\_\_\_  
EMPLOYEE SIGNATURE

DATED: \_\_\_\_\_