

JOB DESCRIPTION CAR PARK STEWARD

JOB TITLE Match Day Car Park Steward	REPORTS TO Finance & Admin Officer
SALARY National Living Wage 3 ½ hour shift each time the West Bromwich Albion play a home match (average 24 games over a season)	ANNUAL LEAVE ENTITLEMENT 2 days

JOB DETAILS:

This Job Description describes your main duties as a car park steward at the North Smethwick Development Trust (NSDT) managed car park locations as may reasonably be required. We currently have two sites within the immediate area that we manage.

RESPONSIBILITIES:

- Support the Car Park Manager in the safe operations of the car parking enterprise.
- Ensuring payments made for car parking fees are in accordance to the laid down tariff and accounting procedures.
- Ensuring the safe keeping of all cash receipts during your shift and have accountability for any shortages during your shift.
- Ensuring the timely and accurate handover of tickets and cash to the next shift worker and sign the relevant documentation.
- Ensuring that vehicles are parked within the spaces provided and in such a manner that they do not obstruct exit doors or the passage of emergency vehicles or other traffic.
- Be visible at all times to ensure customers are fully aware of your presence.
- You will be of smart appearance and dressed in the appropriate uniformed clothing provided and appropriate to the weather conditions.
- Record any incidents or customer comments and report these to the car park manager or the office of NSDT.
- Deal with customer initial enquiries, referring them to your line manager or to the office of NSDT.
- You should be polite and courteous and promote good customer relationships.
- Ensure that unauthorised personnel are denied access to restricted areas.
- Report of any security incidents to your line manager.
- Report any Health and Safety incidents or potential hazards to your line manager.
- You will not disclose details of any service users of the business to any unauthorised person.