

# JOB DESCRIPTION

## CAR PARK STEWARD

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<b>Hours:</b>	3.5 hours shift
<b>Reports to:</b>	Car Park Manager
<b>Salary:</b>	Real Living Wage Currently £9.50 per hour

### ROLE OVERVIEW

This Job Description describes your main duties as a car park steward at the Centro or Brasshouse Community Centre Car Park, North Smethwick or such other North Smethwick Development Trust (NSDT) car park location as may reasonably be required.

### 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.

### GENERAL ACCOUNTABILITIES

- Any other duties commensurate with the grade and level of responsibility of this post, for which the post holder has the necessary experience and/or training
- To ensure that all duties and responsibilities are performed in a safe manner so that no risk to health and safety arises to yourself, any other employee or member of the public.

- As the North Smethwick Development Trust is committed to the effective management of risk, it is the responsibility of all employees to carry out their duties and responsibilities with adequate regard for Risk Management as outlined within the Health and Safety Policy of North Smethwick Development Trust.
- To comply with the North Smethwick Development Trust Equality and Diversity Policy in Service Delivery thereby promoting a fair and quality service to all.
- To ensure that all information received and given out, whether verbal, written or electronic concerning all employees, prospective employees or service users is treated in the strictest confidence and that all such information held is regulated and controlled in a similar manner in compliance with Data Protection legislation.

Online Description