# ­­ Job Description

**Role Profile**  - Multi-Storey Car Park Officer

**Service/Team** - Transportation Services/Parking Enforcement

**Reports to** - Parking Supervisor

**Responsible for** - Multi-Storey Car Parks

**Number of posts** - 1

**Post number** - 111814

**Career Grade** - F

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** ensuring this part of the job is delivered in this way which has this impact.

**Job Overview**

* Support/develop/lead on the ongoing operations relating to Multi-Storey Car Parks (across shared services) to provide a high level of customer service to motorists using these facilities, ensuring the smooth operation of all multi-storey car parks.

## Key Responsibilities

1. To manage the day-to-day operation of the multi-storey car parks.
2. To carry out patrols of the car park, ensuring proper use and offering a high level of customer service.
3. Monitor car park CCTV system for improper use or vandalism of car park equipment or property.
4. To assist in any emergencies that may arise i.e. extraction of the public trapped in the lifts, machine breakdowns involving cash and to liaise with the public in a helpful and courteous manner.
5. Maintain logs of machine faults, lift breakdowns, car park incidents and lost property.
6. Report all incidents of machine failure to notify engineers, lift breakdowns to maintenance contractor.
7. Answer queries from members of public, suppliers and staff in person and from car park help points providing up to date information in a professional and courteous manner.
8. Perform all other work relating to permit sales as required by Parking Services or the Parking Operations Manager or Parking Supervisors.
9. At the start of shift unlock office and stairwells, carry out necessary checks of the car park, the car park systems and ensure communication with call points and lifts are functioning.
10. At the end of shift ensure the necessary stairwells and offices are locked and secure, ensuring that the car park is safe.
11. To ensure that all areas of the car park are kept in a clean manner, litter is removed, lifts and stairwells are kept clean
12. To undertake such other duties as may be required from time to time commensurate with the level of the post
13. Produce management reports from the MSCP management software.
14. Provide training of car park control equipment to staff as and when required.
15. To undertake personal training and development activities necessary for the duties of the post.
16. To adapt to, and contribute towards new working practices.
17. To act in accordance with Health and Safety Regulations relating to self and others at all times.

## Specific Qualifications and Experience

## Previous experience in dealing with people face to face and over the phone.

Previous experience working as part of a team.

## Personal Qualities & Attributes

##  The postholder will need to demonstrate a flexible approach in undertaking a range of varied tasks, and respond positively to changes determined by the needs of the Service Unit. The service is delivered using a rota system that involves weekend working and bank holidays between 7am and 9pm.

## Job Requirements

* Member of a professional body, DBS check
* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.