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| Job Title | Facilities Services Representative |
| Position Reports to: | Assistant Manager, Parking Facilities |
| Department | Operations | Salary | $18.02 per hour |
| Division | Off-Street Parking | FLSA Status | Non-Exempt |
|  |  | Pay Grade | A04 |
| Work Location | 200 West Lombard Street, Suite B | Employment Type | Full Time |

**General Position Information**

**Job Summary**

The Facilities Services Representative assists the Manager and Assistant Manager of the Off-Street Parking Division in overseeing the operations of the Municipal parking garages and lots. Provides assistance to customers in resolving problems; assists in monthly billing.

**Essential Duties and Responsibilities**

* Provides solutions to current and potential customers through answering questions, documenting, investigating and resolving problems and/or complaints;
* Corresponds daily with our contracted parking garage operator employees to diagnose and provide solutions for monthly and transient customer access issues;
* Updates and maintains customer information in cardholder program (PARIS);
* Interacts with walk-in customers to assist in card application review, data entry into the PARIS System, access card activation, monitoring in the PARCS System (Entervo) and cancellations;
* Interacts with all monthly customers utilizing this system that include individuals, small and large organizations and universities;
* Responds to customer inquiries, taking coupon orders, printing and distributing the coupons to current customers, one-time individual customers, and large organization customers;
* Perform clerical duties as needed, including filing, photocopying, collation and answering phones;
* Creates invoices for valet and validation accounts;
* Reviews accounts for activity and usage, creates and issues invoices, and answers customer questions;
* Creates billing for garage accounts and processes refund requests for customers;
* Performs physical inspections of garages and lots as needed;
* Performs other duties as assigned

**Supervision Received and Exercised**

This position works under general supervision with little functional guidance, following established procedures; situations are rarely referred to a supervisor unless a change to policy or procedure is involved. This position may at times work a hybrid-telework schedule. This position does not supervise other staff members.

**Qualifications**

* High school diploma or GED required, advanced technical training is preferred.
* Minimum of three years of customer service and/or related experience required.

**Knowledge, Skills, and Abilities Requirements**

* Knowledge and Ability to use Microsoft Office Suite to include Outlook, Excel, Word and Adobe Acrobat;
* Ability to learn the Off-Street Parking systems such as Entervo and Paris;
* Ability to calculate figures and amounts such as discounts, interest, proportions, percentages, area, circumference, and volume;
* Ability to apply concepts of basic mathematical computations;
* Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals;
* Ability to write professional business emails, routine reports and correspondence;
* Ability to speak professionally on the phone and effectively in-person before groups of customers or employees of the organization;
* Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form;
* Ability to deal with problems involving several concrete variables in standardized situations.

**Physical Requirements**

# The office environment is conducive with regulated office temperatures and lighting. The noise level can occasionally be moderate. The position frequently requires the employee to sit, stand, walk, stoop, bend, use hands and reach with hands and arms. Occasional light lifting of up to 50 pounds and pushing items up to 100 pounds, such as carts or crates of equipment, may be required. Specific vision abilities required are close and distance vision and ability to adjust focus. The out-of-office environment is conducive with outdoor weather conditions.

**Additional Requirements­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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|  | **Requirements**  |
| ☐  | Computer Skills Assessment |
| ☐  | PABC Job Application |
| ☐ | Criminal Background Check |
| ☐  | Proof of Education, Training Qualifications, and Certifications |
| ☐ | In order to be considered for this position, an individual must possess (and maintain) a valid Class C, Noncommercial Driver’s License with good standing of 3 points or less. Qualified candidates will be required to provide a certified copy of their most recent Motor Vehicle Record, minimum 3 years, before or at the time of an interview.  |

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

This is an at-will position; the position may be eliminated at any time, and your employment within the position may be terminated at any time. This and all organization positions are subject to transfer, based on company need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the job. Parking Authority of Baltimore City is an Equal Opportunity Employer and considers qualified applicants without regard to race, color, creed, religion, national origin, sex, age, veteran status or any other protected status under federal, state, or local law.

**Submit Resume and Cover Letter by Closing Date to**

**PABC c/o Employment Opportunities, 200 W. Lombard Street, Suite B,**

**Baltimore, MD 21201 or via email to**

**EmploymentOpportunities@bcparking.com**

The Parking Authority, a quasi-city agency of the City of Baltimore, is an equal employment opportunity employer and strictly prohibits discrimination and unfair employment recruitment, hiring, selection, transfers and promotion. The Parking Authority is a smoke-free and drug-free workplace. We encourage a diverse work environment.