

## Job Description

Job title: Car Park Attendant

Department: Visitor Services

Responsibilities: To provide excellent customer service to all visitors by giving a courteous and friendly welcome, and parking cars in a safe and professional manner.

Reports to: Car Park Supervisor

### Principal purpose of role

- Provide a warm welcome to all visitors.
- Through service excellence – ensure every visitor enjoys an outstanding experience.
- Accurately and efficiently complete cash transactions.
- Ensure your area of work meets the set standard for our visitors.
- Provide a seamless experience throughout the car parking operation.
- To possess a good level of knowledge regarding the history and stories of St Michael's Mount, and to be able to deliver this content in a professional and informative manner.

### Area of responsibility/tasks

#### Three Steps of Service

1. Every visitor to St Michael's Mount Car Park is warmly welcomed and offered orientation.
  2. Visitors have an excellent experience.
  3. All visitors are given a fond farewell with an invitation to return.
- Your role is to ensure that each of these steps is met in every department / area you are working.

#### Training and induction

- To attend all necessary training and induction as requested by your line manager.
- You will take responsibility for ensuring you hold the required level of knowledge, history and stories to fulfil your role.

#### Park Cars Safely

	<ul style="list-style-type: none"> <li>• To provide a warm welcome to all visitors, assist with orientation, answer any queries, park cars and maintain accurate cash transactions.</li> <li>• To follow safe cash-handling procedures.</li> <li>• Park cars in a sensible, safe and professional manner.</li> <li>• To support National Trust colleagues with recruitment by understanding the benefits of membership and sharing these with visitors.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Be approachable, polite and helpful at all times.</li> <li>• Provide excellent customer service to all visitors by sharing information with them in a knowledgeable, approachable and courteous manner.</li> <li>• Be aware of all the services provided on the island, assisting visitors wherever possible with wider enquires (e.g. about events in the local area), or know how to find out.</li> <li>• Wear the correct uniform and be of smart appearance with correct name badge worn at all times whilst on duty.</li> </ul>
<b>Health and safety</b>	<ul style="list-style-type: none"> <li>• Be vigilant of health and safety, know how to report concerns.</li> <li>• Act promptly in an emergency or if a first aider is required.</li> <li>• Attend all necessary training.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Maintain VHF radio contact whilst on duty using ear pieces at all times when provided and following the current radio procedure.</li> </ul>
<b>Vision and values</b>	<ul style="list-style-type: none"> <li>• Be aware of the company's vision and understand your role as part of a team in aiming to the future to achieve it.</li> <li>• Know the company's values and uphold them at all times whilst at work.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Attend staff training/meetings and seasonal event days when required.</li> <li>• Any other tasks which are reasonably requested, for the better performance of your duties or for the achievement of our vision.</li> </ul>