

# Maintenance Personnel

## MAIN RESPONSIBILITIES

**Basic Function** – Maintain a clean appearance in the parking facility by performing all maintenance and cleaning tasks.

### Essential Duties and Responsibilities:

- Perform all maintenance and cleaning tasks noted in the checklists and as directed by the facility manager/supervisor to ensure that all dirt, dust, litter and debris is removed from all areas of the facility using brooms, mops, brushes and other hand tools.
- Report any unknown, observed or suspected violations of company policy, safety hazards or any unusual occurrence to the facility manager in a timely manner.
- Operate automatic sweepers and scrubbers.
- Paint any and all areas of the facility as directed by the facility manager/supervisor to ensure that all painted surfaces such as signs, doors, walls, curbs, islands, etc. are properly maintained and look neat and clean.
- Practice the Three Keys to Customer Satisfaction including the Five Customer Service Behaviors to ensure successful customer interactions.
- Assist customers within the facility or as directed by the facility manager/supervisor.
- Resolve customer complaints independently or with the aid of a supervisor.
- Be familiar with all aspects of the operation and cover other duties including cashier, etc on an as needed basis.
- Maintain a neat and clean appearance and arrive and remain complete uniform before and during scheduled shifts.
- Perform any additional duties assigned by supervisor or facility manager

## MINIMUM REQUIREMENTS

**Qualification Requirements:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Customer Service:** Maintains positive attitude. Responds to requests for service and assistance.

**Education/Experience:** High School Diploma or a combination of experience and education.

**Drivers License:** Some locations may require a valid state-issued drivers license and acceptable DMV record.

**Adaptability:** Adapts to changes in the work environment; Able to deal with change, delays, or unexpected events.

**Judgment:** Exhibits sound and accurate judgment.

## Maintenance Personnel

**Professionalism:** Reacts well under pressure.

**Language/Communication Ability:** Ability to read, write and interpret the English language. Ability to respond to common inquiries or complaints from customers. Speaks clearly; Listens and gets clarification; Responds well to questions. Writes clearly and informatively; Able to read and interpret written information.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate to loud.
- The exposure level in the work environment to vehicle emissions is moderate to high.
- The exposure level in the work environment to extreme hot/cold temperatures is moderate to high.
- The work environment is subject to all weather conditions including, but not limited to, precipitation and wind.
- The exposure level in the work environment to bright sunlight and nighttime working conditions is high.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands and fingers and to communicate with customers and fellow employees. The employee is frequently required to sit; reach with hands and arms; stand; walk. The employee is also frequently required to climb, balance, stoop, kneel, and crouch. In addition, the employee is required to twist, turn, stretch, and bend on a frequent basis. The employee must be able to lift and move 50 pounds or more regularly. The employee must be able to move in a relatively quick manner. Specific vision abilities required by this job include Close vision, Peripheral vision and Ability to adjust focus.

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