



Ho-Chunk Nation

Job Description



TITLE: Valet Parking Attendant		JOB CODE: VALE	
Business		EEO: 8	PAY GRADE: 6
Non-Exempt	Flex	FUNDING SOURCE: NPD	HO-CHUNK PREFERENCE

"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."

All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K

POSITION OVERVIEW

This position is responsible for the parking and retrieval of guest vehicles, supporting the coat check work station and great first impressions; which ultimately enhances every interaction for our guests and employees; customer service is our top priority for both internal and external guests.

PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Park and retrieve guest vehicles daily in a courteous, safe and efficient manner.
2. Practice excellent guest service and hospitality skills daily.
3. Assist with the daily performance of coat check duties as directed per management.
4. Assist with the daily small shuttle service runs as directed per management.
5. Be knowledgeable and detail-oriented daily in all aspects of the departmental Standard Operating Procedures.
6. Be knowledgeable at all times about all casino-related promotional activities, which include daily and large drawings, food/drink specials, guest appreciation events, concerts/shows, promotional kiosk use and other special events; on a daily basis.
7. Communicate with professionalism in an audible, clear voice and a positive attitude at all times; whether face-to-face, on the phone or public address system; on a daily basis.
8. Perform other duties relevant to this job description.

JOB RESPONSIBILITY

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	None
Supervisory Accountability	None
Organizational Accountability	None
Financial Accountability	None
Customer Accountability	Interfaces with internal and external guests
Freedom to Act	Subject to regular review by supervisor



MINIMUM QUALIFICATIONS

EDUCATION:

1. High School diploma or equivalent, GED.

ESSENTIAL:

1. All casino employees will be subject to the Criminal and Background restrictions of the Ho-Chunk Nation.
2. Must have and maintain a valid driver's license and at a minimum, liability auto insurance.
3. Must be bondable and hold a gaming license throughout employment, as applicable.
4. The ability to drive standard transmission vehicles is preferred.
5. Must adhere to strict confidentiality at all times.

EXPERIENCE:

1. No experience is required.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Ability use sound judgement.
2. Must be able to work well on a team.
3. Must be personable and polite.

WORK PLACE RESPONSIBILITY

1. Maintain a safe and healthy work place environment.
2. Must maintain a clean, neat and well-groomed appearance.

WORKING CONDITIONS

1. The ability and willingness to work nights, weekends and holidays is required.
2. Noisy, smoky and sometimes stressful in a fast paced multi-tasking environment.
3. Combination of standing (possibly long periods of time), sitting, walking, reaching and bending.
4. All outdoor weather conditions possible, including but not limited to: hot/humid, sub-zero, rainy, snow/icy or sunny.

KEY POSITION