

Job Description – Guest Services Porter

Date: August 2015

FLSA: Non-exempt

Department: Guest Services

Supervisor: Guest Service Manager

Summary:

The Porter will greet and meet customers in a friendly manner while escorting the customer to the proper destination. The Porter is also responsible for following the direction of the Service Advisors and Guest Services personnel. This position requires the ability to work outside in inclement conditions with long periods of standing and walking.

Essential Duties:

- 1) Be punctual, dependable, cooperative and able to take direction.
- 2) Portray a “positive” attitude to customers and all team members.
- 3) Actively seek cleanliness of the lot and building maintenance.
- 4) Wash customer’s vehicles and TRAC vehicles as appropriate
- 5) Maintain general cleanliness of customer vehicles, including car wash.
- 6) Knowledge of general maintenance and mechanical operation of vehicles
- 7) Provide back-up assistance to the Shuttle Drivers.
- 8) Assist Guest Services and Cashier with customers and vehicles.
- 9) Organize service vehicles per Parking Map.
- 10) Ability to work at fast pace while working all day on your feet.
- 11) Always lower or remove a radio antenna before taking a car through wash.
- 12) Be VERY CAREFUL when moving any vehicle on our lot.
- 13) Other duties as business demands dictate.

Dress: Company uniforms. No hats or distracting jewelry, tattoos or fragrance. Must present a clean and orderly appearance. Dress appropriately for outside work in the winter.

Hours: Our service department is open six days a week. Hours will be assigned by the Guest Services Manager.

Skills: Must hold and maintain a valid Wisconsin driver’s license with a very good driving record acceptable to our insurance. Must be able to drive a vehicle with a manual transmission.