Transportation & Parking Services

Job Title  Student Position / Kiosk Attendant
Pay  $9.25 per hour (no Medicare or Social Security withholding taxes)

Essential Duties
A kiosk attendant while working alone provides directions, parking information, assists with event parking passes; and sells permits to faculty, staff, students, and visitors of Portland State University.

Specific Duties Include:
- Sell various parking permits to a wide range of customers
- Assist and provide passes and permits to guests and visitors of PSU
- Organize permit sales, reconcile transactions, and balance cash drawer
- Provide directions around the PSU campus and the Portland metropolitan area
- Use a computer database to look up permit, event, customer, and vehicle information
- Communicate effectively in person, in writing, by two-way radio, and by telephone with various customers, co-workers, and managers
- Be resourceful and proactive in problem solving and finding information for customers
- Maintain a clean, well-organized workspace, and responsibly keep permits, forms, maps, and a variety of miscellaneous kiosk supplies well stocked

Applicant will be required to pass a criminal background check if hired.

Required Skills and Experience
Resume must document the following to qualify for an interview:
- 6 months of cash handling experience

Preferred Skills and Experience
A successful applicant will possess the following skills and experience:
- Strong customer service skills including good oral communication, a desire to help others, and the ability to interact in a friendly, courteous manner with a high volume of diverse customers
- Sufficient knowledge of the PSU campus and the city of Portland to comfortably provide information and accurate directions
- Ability to work autonomously and problem solve independently
- Strong work ethic, dependable, trustworthy, and motivated to responsibly show up for various shifts in a reliable, consistent, and timely manner
- Basic computer skills

Working Conditions
Kiosks open as early as 6:30am and close as late as 7:30pm. Student schedules generally average 15-25 hours per week. Attendants are expected to work one or more Saturdays per month. All kiosks are fairly small, confined spaces located in a parking structure or parking garage. Although the kiosks have heat and air conditioning, attendants may occasionally face extremes in temperature due to weather conditions. Kiosk attendants generally work alone. This position is subject to high stress during busy times such as the beginning of school terms and high attendance event parking. Relatively slow periods can be experienced as well such as times during school breaks which therefore requires the employee to be self-sufficient, well-focused, and resourceful. Uniform attire is required at all times and provided by the department.

_____________________________  _________________________
Signature                                      Date