



Please see the career site for a more detailed description and required qualifications.

<https://hrhcatlanticcity-hardrock.icims.com/jobs>

PARKING CASHIER – Collects payment from people entering the parking garage. Must be able to work in a variety of temperatures.

Responsibilities

- Conducts him/herself in accordance with all Gaming Control Commission Regulations as well as departmental policies and procedures.
- Acknowledge all guests utilizing the 10/5 rule and using the guest name whenever possible.
- Works with existing Hard Rock standards and develops property-specific standards to ensure exceptional quality, value, and presentation of service standards.
- Creates a culture of high ethical standards, integrity and service at all times.
- Utilizes effective communication to create a culture of excellence and professionalism as it relates to customer service, employee relationships and interdepartmental interactions.
- Expresses positive body language and attitude while delivering superior customer service at all times.
- Participates in quality assurance program and helps Guest Services achieve a top-tier customer ratings.
- Works with existing Hard Rock standards and provides feedback to enhance property-specific standards.
- Takes ownership of customer concerns and questions, while escalating any larger service opportunities to Valet Supervisor swiftly.
- Able to sort, assemble and reconcile paper documents (receipts, tickets, etc.)
- Maintains cash bank and prepares daily deposit of funds, along with being responsible for posting cash payments and providing customers with receipts.
- Must be capable of viewing computer monitors/screens for extended periods of time.
- Maintains accurate property information through property fact sheet and other forms of communication.
- Able to travel to and from cashiering location situated outside the main building.
- Assure all safety policies and procedures are followed.
- Able to attend training and meetings as and when required.
- Report for duty punctually wearing the correct uniform/attire. To maintain a high standard of personal appearance and hygiene and adhere to the hotel and department personal appearance standards.
- Ensure prompt and discreet notification to managers and/or the Ethics Hotline of any observation of illegal acts or internal ethics violations.
- Other duties as assigned.

Qualifications

- High School diploma, GED, or equivalent required
- Must possess the ability to deliver a service level which creates an atmosphere that makes our guests want to return, giving each guest a positive, memorable entertainment experience

- Commitment to routinely go above and beyond in the accomplishment of position responsibilities in an effort to play a role in the achievement of organizational goals
- Must present an image of excitement, enthusiasm, and outgoing personality, while being able to project a professional appearance
- Must be able to communicate effectively with guests in English, specific to position duties and responsibilities
- Must possess working knowledge of computers; proficiency in utilizing point of sale system is preferred
- Demonstrated aptitude in addition, subtraction and the operation of calculating machines
- Must be detail oriented
- Must possess excellent time management skills
- Must be willing and able to work flexible hours including evenings, weekends