

Position Available

Title:	Parking Operations Associate
Reports To:	Manager, Parking and Event Management System
Pay Type:	Full-Time, Regular, Non-Exempt, 40 hrs/week
Salary:	Commensurate with Experience and Education
Benefits:	Group Medical and Dental Insurance, Life and Long Term Disability Insurance, Retirement Plan, Flexible Spending Plans, Paid Time Off, Reserve Time Off, Holiday Pay, Museum Membership and Discounts
Work Schedule:	TBD
Work Location:	Museum Properties, non-smoking facilities

Responsibilities:

Garage Parking Operations

- Maintain garage, garage equipment, and ensure surroundings are kept physically clean, neat and orderly
- Check and maintain ticket stock in equipment
- Assist guests with use of the parking equipment, minimizing backups and bottlenecks in the traffic lanes
- Manage system programming, updates and changes (add & edit user accounts, maintain user payment information, enter rate changes, etc.)
- Manage License Plate Recognition by keeping license plate information accurate and complete
- Monitor integration with membership database and HR database to ensure information is uploaded regularly and correctly to provide discounts
- Work with IT to pre-sell parking validations on MFAH site along with ticket purchases
- Produce validations for special events
- Manage Glassell Studio School semester-long parking passes
- Work with valet companies to provide parking locations for events
- Manage inventory of cleaning supplies, ticket stock, hardware and other required items for proper and efficient operation
- Operate golf cart to move equipment and guests safely around facilities, as needed
- Answer parking, directional and museum-related questions – have knowledge of the area and major traffic routes in Houston

Financial and Reporting

- Manage payment equipment and stock of currency
- Reconcile parking payment transactions with tickets pulled (daily reconciliations and audits)
- Generate and distribute weekly and/or monthly occupancy, revenue, trouble and maintenance reports
- Generate reports for management, as needed

Mechanical and Troubleshooting

- Troubleshoot equipment problems and resolve when possible
- Place service calls for unresolved issues

MFA *The Museum of Fine Arts, Houston*

- Supervise scheduled maintenance and contractor performance
- Supervise equipment repairs and replacement
- Troubleshoot, assist and call in for CardTronics ATM repair
- Perform regular light maintenance (clean rollers, ticket transport, dehumidification source, etc)
- Keep offices and work areas clean and organized

Skills, Knowledge and Abilities:

- Must have customer service skills
- Must be able to lift 50 lbs
- Must be able to bend, stoop, perform light lifting and stand for long periods of time
- Must be able to work with minimum supervision

Education and Experience:

- High School diploma or equivalent
- Some college, preferred
- Customer service experience in a museum or retail environment
- Previous cashier experience
- Computer proficiency including ability to learn and utilize web-based parking application
- Safe driving record and ability to operate a golf cart
- Basic mechanical aptitude – able to troubleshoot and make simple repairs to facility equipment

How to Apply:

Send resume to Human Resources, Job 18-001PRK, P.O. Box 6826, Houston TX 77265-6826; Fax 713-639-7508 or email: jobs@mfah.org.