

Account Manager

Job Description

Job Title: **Account Manager**
Location: **Various**
Reports To: **Area Manager**
Completed By: **Operation Manager**

SUMMARY

Manage the parking personnel per the SOP at the Lead's account to ensure each guest has a positive experience during their visit. Simultaneously responsible for ensuring all company procedures and policies are being followed.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Ensure that the account is set up prior to shift beginning
- Delegate responsibilities and ensure that they are completed
- During slow periods ensure that all valets maintain cleanliness in the drive up and all lined up in formation
- Oversee the entire operation at that account to ensure that the account is running efficiently and the customer has a positive experience
- During peak times manage the appropriate number of valets and instruct them of their duties
- During peak times ensure that when possible that the Ticket Attendant is having more than one vehicle ticketed at the same time to help maintain a clear front
- Responsible for resolving lost keys, accidents, any dissatisfied customers, and or any issues between the valet staff
- Ensure that every valet keeps a safe rate of speed while in the possession of a customer's automobile
- Always maintain a professional team environment
- Train all new valets
- Maintain a positive work atmosphere
- Maintain a positive body language
- Responsible for knowing the staff, managers and the general manager of the account
- Responsible for completing nightly reports for the Area Manager
- Responsible for providing feedback and training to the assistant leads and ensuring that the assistant leads pass it along to the valet runners
- Responsible for knowing the account to help provide that information for first time customers

- Establish a good relationship with the client
- Responsible for checking the reservations and contacting the staffing manager with those totals to ensure the correct staffing
- Responsible for managing the hours at that account in its entirety
- Responsible for conducting spot checks with valet runners to ensure that all monies are turned into the Ticket Attendant and or the Podium Attendant

SUPERVISORY RESPONSIBILITIES

Is responsible for the overall direction, coordination, and evaluation of this unit. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); or related experience and/or training; or equivalent combination of education and experience. Must possess good customer relation skills. Must attend a training class provided by LSV on how to deal with lost keys, lost tickets, claims and intoxicated customers.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small groups situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a valid Texas driver’s license. Must have a clean driving record.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to

- Long periods of standing on feet
- Running short and long distance
- Assisting customers in and out of their automobiles
- Constantly getting in and out of the customer automobile to move them
- Some bending to assist a disabled person if needed

WORK ENVIRONMENT and ENVIRONMENTAL CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. There is no exposure or very limited exposure to physical risk.

Employee Name	Employee Signature	Date
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Supervisor Name	Supervisor Signature	Date
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