

Car Park Attendant Job Description

A comprehensive job description template
for Australian parking facilities and transport businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and parking industry practices at the time of publication. You should review and tailor this template to suit your business, facility type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

Table of Contents

1. Position Overview	3
2. Key Responsibilities	3
3. Required Skills and Attributes	4
4. Qualifications and Requirements	5
5. Working Conditions	5
6. Award Information	6
7. Expected Behaviours	6
8. Application Process	7

1. Position Overview

1.1 Position Title

Car Park Attendant / Parking Attendant / Valet Attendant

1.2 Position Summary

The Car Park Attendant is responsible for managing vehicle entry and exit, directing traffic flow, processing payments and ensuring the security and smooth operation of parking facilities. This role combines customer service with facility management to provide safe, efficient parking services.

The position requires excellent customer service skills, attention to detail and the ability to handle cash and payment systems. Car Park Attendants play an important role in creating positive first and last impressions for facility visitors.

1.3 Reporting Structure

This position reports to:

- Car Park Supervisor / Parking Manager
- Facility Manager
- Shift Supervisor (during rostered shifts)

1.4 Employment Type

This position is available as:

- Casual (variable hours based on facility needs)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Vehicle Direction and Traffic Management

- Direct vehicles to available parking spaces efficiently
- Manage traffic flow at entry and exit points
- Guide drivers during busy periods to maximise space utilisation
- Assist with vehicle reversing and tight manoeuvres when required
- Coordinate valet parking services where applicable
- Ensure clear traffic flow and prevent congestion

2.2 Payment Processing

- Operate payment systems including ticket machines and cashier terminals
- Process cash, card and digital payments accurately

- Issue tickets and validate parking permits
- Handle early bird, monthly and special rate arrangements
- Reconcile cash and prepare banking at end of shift
- Process refunds and resolve payment discrepancies

2.3 Security Monitoring

- Monitor car park for suspicious activity or security concerns
- Conduct regular patrols of parking levels and areas
- Report safety hazards, damage or maintenance issues
- Assist with lost property enquiries
- Respond to vehicle alarms and incidents appropriately
- Maintain awareness of emergency procedures

2.4 Customer Assistance

- Greet customers warmly and provide friendly service
- Answer questions about parking rates, payment methods and facility location
- Help customers locate their vehicles when needed
- Assist customers with payment machines and ticketing systems
- Handle customer complaints and concerns professionally
- Provide directions to nearby facilities or attractions

2.5 Facility Maintenance

- Keep car park clean and free of litter and debris
- Report equipment faults and maintenance requirements
- Ensure signage is clear, visible and correctly positioned
- Monitor lighting and report failures
- Check that safety equipment is in good condition
- Assist with minor maintenance tasks as required

2.6 Incident Reporting

- Document incidents including vehicle damage, accidents and disputes
- Complete incident reports accurately and promptly
- Take photos of damage or incidents when required
- Liaise with security or police when necessary
- Record customer complaints and feedback

3. Required Skills and Attributes

3.1 Essential Skills

Customer Service

Friendly and professional manner with all customers. Ability to remain calm and courteous during busy periods. Strong communication skills to provide clear directions and assistance.

Cash Handling

Accuracy in processing payments and handling cash. Ability to operate payment terminals and ticketing systems. Experience balancing cash registers and preparing deposits.

Attention to Detail

Careful monitoring of vehicle movements and parking spaces. Accuracy in processing transactions and issuing tickets. Awareness of security concerns and suspicious activity.

Problem-Solving

Ability to resolve customer issues and payment discrepancies. Quick thinking during busy periods to manage traffic flow. Finding solutions to parking challenges during peak times.

3.2 Personal Attributes

- Professional appearance and presentation
- Reliable and punctual
- Ability to work independently with minimal supervision
- Flexibility to work varied shifts including weekends and evenings
- Physical fitness to stand for extended periods and walk car park levels
- Patient and calm under pressure
- Security awareness and vigilance
- Willingness to work outdoors in all weather conditions

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Ability to work flexible hours including weekends, evenings and public holidays
- Basic numeracy skills for cash handling
- Clear communication skills in English
- Ability to pass police background check

4.2 Desirable Qualifications

- Previous experience in parking facilities or customer service
- Cash handling experience
- Valid driver's licence
- First aid certificate

- Security licence or willingness to obtain one
- Experience with payment systems and point-of-sale equipment

4.3 Training Provided

Successful candidates will receive training in payment systems, customer service procedures, traffic management, security protocols and emergency response. Ongoing training and development opportunities are provided.

5. Working Conditions

5.1 Hours of Work

- Varied shifts including mornings, afternoons and evenings
- Regular work on weekends and public holidays
- Shift lengths typically 6-8 hours
- Peak periods during commuter hours and special events
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Standing and walking for extended periods throughout shifts
- Walking up and down ramps and stairs between parking levels
- Bending and reaching when assisting customers
- Physical ability to direct traffic using hand signals
- Ability to respond quickly during emergencies

5.3 Work Environment

- Both indoor and outdoor work depending on facility type
- Exposure to vehicle exhaust fumes
- Working in all weather conditions (heat, cold, rain)
- Noise from vehicles and traffic
- May work alone during quiet periods
- Interaction with diverse range of customers

5.4 Uniform and Presentation

- Uniform provided and must be worn during all shifts
- High-visibility vest or clothing required
- Comfortable, closed-toe shoes suitable for extended walking
- Neat and professional appearance required
- Weather-appropriate outerwear provided where necessary

6. Award Information

6.1 Modern Award Coverage

This position may be covered by the Miscellaneous Award 2020 (MA000104) or the Car Parking Award 2020 (MA000095) depending on the specific nature of the employer and facility. These awards set minimum pay rates, penalty rates, allowances and conditions for parking industry employees.

6.2 Classification Level

Car Park Attendants are generally classified as:

- Level 1: Entry-level attendants with basic duties
- Level 2: Experienced attendants with cash handling and customer service responsibilities
- Level 3: Senior attendants with supervisory duties or specialised skills

The specific classification level will be determined based on duties performed, experience and responsibilities.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Evening work (after 6pm on weekdays)
- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the applicable award for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all customers and colleagues with respect and courtesy
- Maintain confidentiality regarding facility operations and security
- Follow all company policies and procedures
- Arrive on time for shifts ready to work
- Notify supervisor of absence or lateness as soon as possible
- Represent the facility professionally at all times

7.2 Customer Service Standards

- Greet all customers warmly and professionally
- Provide accurate information about rates and services

- Remain patient and helpful during busy periods
- Handle complaints calmly and seek resolution
- Anticipate customer needs and offer assistance proactively

7.3 Security and Safety

- Maintain constant awareness of facility security
- Report all incidents and suspicious activity immediately
- Follow emergency procedures correctly
- Ensure personal safety when directing traffic
- Monitor for potential hazards and address them promptly

7.4 Operational Excellence

- Process payments accurately and efficiently
- Maintain tidy and organised work areas
- Complete accurate records and documentation
- Manage traffic flow efficiently during peak periods
- Take initiative to improve customer experience

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining relevant experience and availability
- Copies of relevant certificates (first aid, security licence, etc.)
- Contact details for two referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial interview to discuss experience and availability
- Practical assessment of customer service and cash handling skills
- Police background check
- Reference checks

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____