

Classification Description



Title: Parking and Dock Agent
Department: Oregon Convention Center
Job Code: 2085
Pay Grade: 101
FLSA Status: Non-exempt

Bargaining Unit: AFSCME
Established: 11/2024
Revised:
EEO Category: Service-Maintenance

CLASSIFICATION DESCRIPTION

The Parking and Dock Agent is responsible for ensuring the smooth and efficient movement of traffic in and out of the Oregon Convention Center (OCC) at the loading dock. Specific duties may vary by shift.

DISTINGUISHING FEATURES

This is a single classification and is not part of a classification series.

DUTIES AND RESPONSIBILITIES

1. Keeps traffic moving smoothly and efficiently in and out of the building with the use of traffic flagging procedures, ensures vehicles do not block access points and driveways.
2. Monitors and directs traffic to the proper bay doors.
3. Reminds exhibitors to quickly unload and move their vehicles to a parking space before setting up booths.
4. Verifies exhibitor IDs at the rollup or pedestrian doors located on the loading dock.
5. Directs exhibitors to their assigned exhibit halls.
6. Provides firm direction to maintain facility policies and procedures while maintaining poise and calm during difficult interactions; ensures safe practices are followed by all exhibitors.
7. Becomes acquainted with emergency procedures in order to respond correctly, should an accident occur.
8. Collaborates and communicates with Parking and Dock team, as necessary.
9. Performs data entry for Check In scheduling.
10. Prepares and maintains various reports, records and systems. Maintains electronic files and recording keeping systems.

It is the responsibility of all Metro employees to:

1. Actively participates on committees and/or attends meetings as assigned.
2. Fulfills Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability.
 - Builds and maintains positive relationships and contributes to a positive team atmosphere; engages others in ways that foster respect and trust.
 - Encourages and appreciates diversity in people and ideas – seeks to understand the perspectives of others.

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- Provides excellent customer service – assists the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations.
 - Practices continuous improvement - researches new possibilities, contributes ideas and stays current in field of work.
 - Demonstrates sustainable practices in applicable field and generally for resource use and protection.
 - Works assigned schedule (if applicable) and exhibits regular and predictable attendance.
 - Works in a safe manner and follows safety policies, practices and procedures.
 - Complies with Metro and Metro’s visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate.
3. Performs assigned duties during an emergency situation.
 4. Performs other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- High school diploma or General Equivalency Diploma (G.E.D), and
- One year of directly related experience, or
- Any combination of experience, education and training which provides the equivalent scope of knowledge, skills and abilities necessary to perform the essential job duties.

“Special Requirements” and/or “Preferred”:

- Must possess or have the ability to obtain and maintain the following certifications within the six months:
 - Traffic flagging certification
 - Crowd Management certification
 - First Aid/CPR and AED certification
 - Fire Extinguisher training

Knowledge, Skills and Abilities:

- Knowledge of traffic flagging procedures, guiding and redirecting traffic in a safe manner.
- Knowledge of basic functions of manual and electronic record-keeping systems.
- Skill in establishing and maintaining effective working relationships with co-workers and the public.
- Skill in operating office equipment, including fax machine, photocopier, computer, calculator, scanner and printer.
- Ability to use word processing and spreadsheet software.
- Ability to perform data entry and retrieval.
- Ability to accurately perform clerical and account record-keeping duties.
- Ability to work independently and as a team member.

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- Ability to communicate effectively, both orally and in writing.
 - Ability to troubleshoot and provide quality customer service.
 - Ability to work assigned schedule and exhibit regular and predictable attendance.
 - Ability to work evenings, weekends and holidays.
 - Ability to maintain confidentiality.
 - Ability to perform essential duties and responsibilities.
 - Ability to perform (with or without a reasonable accommodation) the physical demands in the work environment and operate the tools and equipment.
 - Ability to successfully pass the background check and screening requirements if required for the position.
 - Ability to possess a current driver's license and driving record sufficient to be insured by Metro insurance carrier if required for the position.

SUPERVISION RECEIVED

- Supervision is received from the Parking and Dock Manager and Parking and Dock Assistant Manager.

SUPERVISION EXERCISED

- None. May provide guidance and coaching to new or less experienced employees.

TOOLS AND EQUIPMENT USED; PROTECTIVE CLOTHING

- All standard office equipment including Microsoft based word processing and spreadsheets.
- Parking and Dock Agents wear visibility vests while working.

WORK ENVIRONMENT

- Work is generally performed inside the facility and outside of the facility at the loading dock and outside in the loading areas and at times exposed to inclement weather with frequent interruptions and irregularities in the work schedule.
- Frequent reaching, walking, standing, lifting, stooping, or carrying of equipment and materials may be required.
- Incumbents may be required to lift, pull, and carry up to 25 pounds.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties.