



JOB DESCRIPTION

POSITION: Site Manager

FLSA STATUS: Non-Exempt

REPORTS TO: Area Manager

POSITION SUMMARY

The Site Manager (“SM”) is responsible for the performance of the location(s) they manage, while overseeing Assistant Managers, Supervisors and line level team members. The SM sets the tone for the team in line with Company culture, delegates and executes key training, enforces all Company policies and procedures, including all safety protocols. The SM also reviews financial reports, schedules and location related paperwork. They are to enforce all guidelines set by the APS Handbook.

ESSENTIAL DUTIES / RESPONSIBILITIES

- Understand what is important to the client and direct the team to assist the client in achieving and exceeding the client’s goal(s) in relation to parking
- Attend department head, BEO, and daily stand-up meetings
- Execute team member meetings on a regular basis (weekly/monthly, as needed)
- Ensure pre-shifts are conducted correctly & daily
- Ensure traffic and pedestrian control is maintained on the front drive.
- Ensure work is assigned and directed (Communicate Occupancy, Ins, Outs, VIP’s, Groups, Service and Safety as well as Meal and Rest Periods in accordance with the California State Law)
- Ensure that site-specific daily revenue is reported accurately (Overnight and Day Charges, Vehicle Counts, REVPAS (Revenue Per Available Space))
- Reconcile and document daily revenue
- Maximize the site’s financial performance and develop ways to improve financial profitability.
- Ensure cleanliness of workplace (wipe down and disinfect all surfaces (such as keyboards, mouse, pens, desktops, etc.) and sweep front drive to clear all debris)
- Ensure team members are posted up on the driveway (alert and at attention, no hands in pockets)
- Ensure vehicles are being examined upon EVERY arrival for any possible damage when valet runners are not immediately available (notate any damages; perform *disco*, mark the ticket, retrieve manager signature and use stop signs at garage entrance and exit to capture 360° still image)



- Ensure all electronic devices are secured in glove box
- Ensure that all employee sick calls are properly documented
- Perform service recovery (resolve parking related guest service issues, report all service-related issues)
- Conduct various stages of the hiring process (such as interviewing, giving final recommendations)
- Ensure the execution of training (such as verifying training checklists, confirming receipt of all signature pages, etc.)
- Ensure that payroll and accounting reports are on time and accurate.
- Ensure weekly schedules are prepared and posted appropriately:
 - Minimize overtime
 - Ensure meal periods and rest breaks **are scheduled and executed** and in accordance with California's labor law

OTHER DUTIES

- Ensure proper onboarding—working with Hiring Manager:
 - Orientation, uniform, name tag, site tour, introductions to key hotel personnel, introduction to APS team members
- Cultivate a work friendly environment:
 - Engages with all team members and communicate an 'Open Door Policy'
 - Recognize team members who are performing "a cut above" and provide opportunities to learn and grow
- Fully understand APS policies and procedures / Refer to APS Employee Handbook
- Ensure team members meet APS Guest Customer Service and Safety standards (See APS Employee Service and Safety documents and APS Service Standard 4/5 Diamond Card)
- Understand the roles and duties of all other positions at your site
- Seek shift coverage for out calls
- Ensure all valet runners close windows and lock doors
- Ensure key audits and garage audits are conducted daily
- Enforce oversized vehicle policies and procedures
- Claim management:
 - Ensure all team members have a detailed knowledge of locating and completing claim forms with appropriate verbiage
 - Investigate claim i.e., review cameras, interview team members involved, ensure proper documentation, communicate with Corporate office and follow up with guest
- Team member injury management:
 - Maintain knowledge of nearest APS medical clinic location
 - Promptly address any employee injuries, including arranging for transportation for medical care



- Be able to locate and complete documents for on-the-job injuries
 - Ensure all documents are sent to Corporate office in a timely manner
- Report and document all possible site hazards and/or issues to the property operations team immediately. Examples:
 - Oil spots
 - Potholes
 - Persons loitering
- Be aware of your working environment. Periodically observe your area for potentially dangerous individuals or obstacles and report suspicious activity
- Perform and delegate Crossing Guard duties—if applicable to the location:
 - Control vehicle and pedestrian movement
 - Monitor traffic flow to locate safe gaps through which pedestrians may cross streets
 - Direct and escort pedestrians across streets, stopping traffic as necessary
 - Direct traffic movement using stop signs, reflective wands, reflective vest, and hand signals
- See something, say something (report all non-life-threatening emergencies to Security and follow up with Area Manager)
- Operate parking stacker machinery, if applicable

KNOWLEDGE, SKILLS AND ABILITIES (MINIMUM QUALIFICATIONS)

- Valid CA Driver's License
- Must be fluent in English: reading, writing, speaking
- Must have excellent customer service skills
- Must be able to multitask under pressure
- Arrive to work on time, in a suit, ready to work
- Know the key names AND positions of the APS client
- Know your APS management structure
- Understand Visitor policy and Fraternalization policy
- Must be able to work overtime when needed
- **Attitude:** Having a positive attitude at all times makes your job more enjoyable and keeps our customers happy
- **Honesty:** Honesty is imperative at APS; it is essential in building a successful workplace. Dishonesty will not be tolerated at our organization
- **Teamwork:** Helping each other, exchanging ideas, and working together make a successful team
- **Hospitality:** Being amicable and friendly to all customers and coworkers helps build a positive and comfortable environment
- **Presentation:** Maintaining a clean, orderly uniform and being neatly groomed not only helps the team member look better, it also makes you feel better and conveys a professional image



- **Service:** Service is what APS is here to perform, and it is what we sell
- **Discipline:** Knowing how to follow instructions is key to APS' success
- **Respect:** Respect everyone that you are in contact with
- **Smile:** Remember to smile; it is good for you and everyone around you

PHYSICAL DEMANDS

Please see below.

WORK ENVIRONMENT / CONDITIONS

Outdoor and indoors, noise levels are low to moderate, weather conditions vary and intermittent dust/fume. Some general office conditions.

Nothing in this job description restricts management's right to add or reassign duties and responsibilities to this job at any time.

PHYSICAL ACTIVITIES & REQUIREMENTS, VISUAL ACUITY, AND WORKING CONDITIONS OF THE:

SITE MANAGER POSITION

1. The physical activity of this position:

- A. Sitting. Must be able to remain in a stationary position for approximately 50% of the time.
- B. Climbing. Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized. This factor is important if the amount and kind of climbing required exceeds that required for ordinary locomotion.
- C. Balancing. Maintaining body equilibrium to prevent falling and walking, standing or crouching on narrow, slippery, or erratically moving surfaces. This factor is important if the amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- D. Stooping. Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- E. Kneeling. Bending legs at knee to come to a rest on knee or knees.
- F. Crouching. Bending the body downward and forward by bending leg and spine.
- G. Crawling. Moving about on hands and knees or hands and feet.
- H. Reaching. Extending hand(s) and arm(s) in any direction.



- I. Standing. Particularly for sustained periods of time.
- J. Walking. Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.
- K. Pushing. Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- L. Pulling. Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- M. Lifting. Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- N. Fingering. Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- O. Grasping. Applying pressure to an object with the fingers and palm.
- P. Feeling. Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Q. Talking. Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- R. Hearing. Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discriminations in sound.
- S. Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.

2. The physical requirements of this position:

- A. Sedentary work. Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
- B. Light work. Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for light work.
- C. Medium work. Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- D. Heavy work. Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- E. Very heavy work. Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.



3. The visual acuity requirements including color, depth perception, and field vision:

- A. The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts, and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication parts at distances close to the eyes.
- B. The worker is required to have visual acuity to perform an activity such as: operates machines, such as lathes, drill presses, power saws, and mills where the seeing job is at or within arm's reach; performs mechanical or skilled trades tasks of a non-repetitive nature, such as carpenter, technicians, service people, plumbers, painters, mechanics, etc.
- C. The worker is required to have visual acuity to operate motor vehicles and/or heavy equipment.
- D. The worker is required to have visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned (i.e., custodial, food services, general laborer, etc.) or to make general observations of facilities or structures (i.e., security guard, inspection, etc.).

4. The conditions the worker will be subject to in this position:

- A. The worker is subject to environmental conditions. Protection from weather conditions but not necessarily from temperature changes.
- B. The worker is subject to outside environmental conditions. No effective protection from the weather.
- C. The worker is subject to both environmental conditions. Activities occur inside and outside.
- D. The worker is subject to extreme cold. Temperatures typically below 32 degrees for periods of more than one hour. Consideration should be given to the effect of other environmental conditions, such as wind and humidity.
- E. The worker is subject to extreme heat. Temperatures above 100 degrees for periods of more than one hour. Consideration should be given to the effect of other environmental conditions, such as wind and humidity.
- F. The worker is subject to noise. There is sufficient noise to cause the worker to shout in order to be heard above ambient noise level.
- G. The worker is subject to vibration. Exposure to oscillating movements of the extremities or whole body.
- H. The worker is subject to hazards. Includes a variety of physical conditions, such as proximity to moving mechanical parts, moving vehicles, electrical current, working on scaffolding and high places, exposure to high heat or exposure to chemicals.
- I. The worker is subject to atmospheric conditions. One or more of the following conditions that affect the respiratory system or the skin: fumes, odors, dust, mists, gases, or poor ventilation.
 - J. The worker is frequently in close quarters, crawl spaces, shafts, manholes, small enclosed rooms, small sewage and line pipes, and other areas that could cause claustrophobia.
- K. The worker is required to function in narrow aisles or passageways.
- L. None. The worker is not substantially exposed to adverse environmental conditions (such as in typical office or administrative work)



LEGEND					
N	Never/Not Required				
I	Intermittent < 1 hr				
O	Occasional 1-3 hrs				
F	Frequent 3-6 hrs				
C	Continuous 6+ hrs				
ENVIRONMENT	N	I	O	F	C
INSIDE	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OUTSIDE	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
HEAT	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COLD	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DUST/FUMES	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NOISY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Physical Requirements	N	I	O	F	C
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Driving/Operating Foot Control	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk/Run-Level Surface	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk/Run-Uneven Surface	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bend	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twist	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel/Crouch/Crawl	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Above Shoulder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Below Shoulder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hand Use – R <input checked="" type="checkbox"/> L <input checked="" type="checkbox"/>	N	I	O	F	C
Grasping R <input checked="" type="checkbox"/> L <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squeezing R <input checked="" type="checkbox"/> L <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mouse/Keyboard R <input checked="" type="checkbox"/> L <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine Manipulation R <input checked="" type="checkbox"/> L <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift	N	I	O	F	C
Up to 10lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11-20lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21-50lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over 50lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carry	N	I	O	F	C
Up to 10lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11-20lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21-50lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over 50lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Push	N	I	O	F	C
Up to 10lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11-20lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21-50lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over 50lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Pull	N	I	O	F	C
Up to 10lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11-20lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21-50lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over 50lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>