

Smarte Carte

POSITION DESCRIPTION:
Exempt Level Position

Entry Level Supervisor
Pay Salary 32-35K

ESSENTIAL FUNCTIONS/RESPONSIBILITIES:

- ◆ Supervise customer service associates; interview, check references and hire; coordinate work assignments and schedules; monitor work and safety practice; maintain good working relationships to assure high team morale; train/retrain employees; discipline and suspend.
- ◆ Entry level supervisor must be able to effectively communicate fluently in English to customers and explain the proper use of luggage carts while maintaining the integrity of the operation. Maintain excellent communication and cooperation with other employees, facility management, and law enforcement officials. Perform job in an honest, reliable, and professional manner.
- ◆ **Customer Service**-Entry Level Supervisors are expected to provide arriving and departing passengers with information specific to luggage cart rental use; as well as, general airport information. Any passenger that appear to need assistance with luggage, either obtaining a cart, or getting luggage onto the cart should be helped. Effective selling techniques and minimizing customer disputes is essential.
- ◆ Effectively direct the efficient flow of passenger traffic in both the departures curbside and arrival bag claim areas by suggesting the use of credit cards and identifying the location of additional cart management units (CMU's). Assist passengers that appear to need help loading luggage carts they have rented and answering questions related to the ticketing process.
- ◆ Assists with maintaining the appropriate amount of carts in the CMU by efficiently balancing carts from storage. Notification to the shift supervisor when the supply of carts in storage drops below acceptable levels. Entry level supervisors are required to move carts both manually and mechanically through the use of both ropes and Quik carts. Carts should be constantly moved forward in the tracking for ease of rental by the customer.
- ◆ Perform emergency maintenance, battery changing, etc.
- ◆ Ensure a safe working environment and compliance with all safety rules.
- ◆ Assume overall operation of assigned shift, i.e., supervision, balancing and collecting carts, quartering, etc.
- ◆ Assist with collections, counting/recording money, documenting meter

readings.

- ◆ Maintain good communication/cooperation with employees and facility mgmt.
- ◆ Operate company vehicles.
- ◆ ANY ADDITIONAL DUTIES ASSIGNED BY MANAGEMENT

QUALIFICATIONS:

- ◆ Four-year degree or equivalent work experience and two-year degree is preferred.
- ◆ Cash control experience.
- ◆ One-year experience with mechanical/electrical systems and one year experience supervising hourly employees.
- ◆ Basic knowledge of cart management or electronic locker systems is preferred.
- ◆ Physical ability to lift a minimum of 40 lbs. to waist height, apply a force of approximately 75-100 lbs. to move up to 15 carts simultaneously and to walk and stand for long periods of time.
- ◆ Visual acuity and manual dexterity to complete mechanical/elec. repairs.
- ◆ Ability to pass necessary background/reference checks and badging requirements.
- ◆ Cash control experience.
- ◆ Valid driver's license.
- ◆ Ability to use Windows based software and a personal computer.

Please email resumes to rubinoj@smartecarte.com.