



## **Job Description**

Job Title: BNMC Parking Customer Service Representative

Status: Full Time with Benefits, 30-40 Hours Per Week Depending on Applicant Preference

Rate: \$20/Hour

Schedule: Monday - Friday, Starting Between 1 - 3 PM - and ending at 9 PM

Position offers competitive benefits, including health insurance and paid time off.

Job Post Date: June 9th, 2023

BNMC Website: [www.bnmc.org](http://www.bnmc.org)

Job posting will remain open until the position is filled.

## **Summary of Position**

The Buffalo Niagara Medical Campus (BNMC) is seeking a Parking Customer Service Representative to answer incoming calls related to parking issues and inquiries and to assist parking customers and the BNMC team with other account management and day-to-day tasks as necessary.

## **Primary Responsibilities**

- Answer incoming calls related to parking issues and inquiries at BNMC parking facilities.
- Assist customers with entry and exit procedures, payment processing, providing directions, and charging appropriate fees.
- Maintain accurate documentation of each call for record-keeping purposes.
- Assist in parking account management tasks, such as hangtag distribution and account activation.
- Support the BNMC Transportation team in day-to-day management of the parking system, including responding to customer emails, troubleshooting caller issues, and account activation.
- Work efficiently in a general office setting utilizing various office skills.
- Work in Parking lots/facilities providing customer service by answering questions related to directions, making payments, events, building locations and parking policies.
- Perform other job-related duties as requested.

## **Skills and Qualifications**

- Highly motivated with excellent customer service and communication skills.
- General office skills, including proficiency in Microsoft Office applications.
- Experience in the parking industry is a plus but not mandatory.
- Able to work independently and as part of a team to ensure smooth operations.

## **About BNMC**

At BNMC, we imagine a vital, vibrant City of Buffalo that is a world leader in research, design, innovation, and entrepreneurship supporting a flourishing small business ecosystem that thrives on collaboration and community connections in an environment that fosters sustainability, health, and well-being.

We plan, manage, and operate the Buffalo Niagara Medical Campus and its growing innovation district. We strive to create an innovation community for designers, entrepreneurs, and everyone seeking to start or grow their businesses in Western New York. In our community, world-class designers and entrepreneurs gather with businesses of all sizes and at all stages of development to forge connections, articulate ideas, and make dreams a reality. We convene and connect everyone, particularly those in marginalized and historically underserved communities so that together, we can make meaningful change in individual lives, in our communities, and our City.

Our Values:

- We value new thinking, new ideas, innovation, and entrepreneurship.
- Diversity, equity, and inclusion are at the core of all that we do.
- Being part of our community makes us who we are.
- Sustainability, and a culture that fosters health, and well-being are driving forces in all that we undertake.

## **How to Apply**

Please email **[your resume and 1 page cover letter to employment@bnmc.org](mailto:employment@bnmc.org)**. The posting will be live until the position is filled. Please note that applications will be reviewed on a rolling basis. We thank all applicants - however, only candidates selected for a follow-up will be contacted.