



Job Description

Job Title: Parking Customer Service Representative

Status: Full Time 36-40 Hours/Week

Rate: \$21.00/Hour

Job Post Date: May 24th, 2024

BNMC Website: www.bnmc.org

Job posting will remain open until the position is filled.

Working at BNMC includes comprehensive health and retirement plan options, generous paid time off, and other perks.

About the Job Opportunity

We are seeking a Parking Customer Service Representative to assist with day-to-day customer support needs of the BNMC Parking System. This job involves providing exceptional customer service through phone calls and through computer interactions, including through BNMC's backend customer account management software.

Primary Responsibilities:

- Assist customers through incoming calls related to parking issues and general account inquiries during set hours.
- Maintain accurate documentation of each call and resolution for record-keeping purposes.
- Assist customers with parking related inquiries via support tickets, email and phone callbacks.
- Assist in other parking account management tasks, such as permit activation and distribution, account creation and activation, account changes, account troubleshooting, etc. through the backend parking account management system.
- Prepare parking-related reports as requested.
- Work efficiently in a general office setting utilizing various office skills.
- Perform other job-related duties as requested.

Skills and Qualifications:

- Highly motivated with excellent customer service and communication skills. Experience in customer service roles, such as call centers or customer support centers, is a plus.
- General office skills, including proficiency in Microsoft Office and proficiency with computers in

general.

- Experience in the parking industry is a plus but not mandatory.
- Ability to work independently and as part of a team to ensure smooth operations.

How to Apply

Please email **your resume and 1 page cover letter to 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.