

Human Resources Department

Propark America

Employment Opportunities

Propark is pleased to announce the following Employment Opportunities

Experienced Guest Services Manager

Propark America is one of the nation's leading parking companies, providing full and limited service parking solutions for office buildings, retail centers, airports, medical centers, universities, municipal facilities, residential buildings and hotels.

Headquartered in Hartford, Connecticut, Propark operates more than 400 locations in convenient markets across the United States, including Rhode Island, New York, Washington D.C., Boston, Cambridge, Cleveland, Cincinnati, San Antonio, San Francisco, Oakland, Palo Alto, Hartford, Stamford and New Haven. We are currently seeking an experienced facilities parking manager to direct one of our Properties in Stamford, CT.

Large Hotel Management Company seeking experienced guest services manager.

Ideal candidates should possess:

- 10 years experience in the hospitality industry
- A Bachelors degree in Hospitality or Business Management
- Excellent organizational and time management skills
- Excellent interpersonal and excellent written and verbal English communication skills
- Excellent problem solving skills
- Professional appearance
- A minimum of five years of previous management or supervisory experience
- Valid driver's license and good driving record
- PC literate (MS Office required)

Responsibilities include, but are not limited to:

- Managing and overseeing guests services representatives
- Assisting with all customer service issues, complaints, and problems.
- Supervision of 30+ staff and outside operations to include supervisors, doorman, valets, and cashiers
- Providing continuous customer service training for all employees
- Review and approval of work schedules to ensure adequate coverage while minimizing expenses
- Development and maintenance of excellent client relations and attendance of client meetings
- Assist supervisors in handling customer complaints and day-to-day operational issues
- Overseeing the customer service program to ensure customer satisfaction
- Review and evaluation of audits to ensure integrity of revenue control
- Ensure compliance of company and client policies and procedures
- Completion of required reports
- Advising, consulting, and helping to develop parking plan for events
- Reconciliation of time cards and the submission of payroll for Propark staff

Previous experience managing a large institutional Hotel is required. Compensation is commensurate with experience. Interested candidates should respond by email to this ad with a cover letter, salary requirements and resume. Send resumes to linda.guard@propark.com.

Propark is an Equal Opportunity Employer (EOE). Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status. If you need assistance or an accommodation during the application process because of a disability, it is available upon request. The company is pleased to provide such assistance, and no applicant will be penalized as a result of such a request.

