

UW HEALTH JOB DESCRIPTION

LEAD VALET DRIVER

Job Code: 410025	FLSA Status: Non-Exempt	Mgt. Approval: S. Arneson	Date: 4.2018
Department: Valet Services		HR Approval: K. Sawyer	Date: 4.2018

JOB SUMMARY

The Lead Valet Driver will safely park and retrieve Patient and Visitor vehicles. The Lead Valet Driver is responsible for providing remarkable customer service to all Patients, Visitors, Employees, Departments, and all others with whom he/she interacts. The Lead Valet Driver will promote good customer relations by consistently providing premier customer satisfaction with a friendly demeanor and willingness to help. This position has increased responsibility and acts as a lead worker and as a trainer for new/current staff. The Lead Valet Driver may assist the supervisor with work assignments, work flow, new or current staff training, work direction and special assignments. Work is performed independently, under little to no supervision.

The nature of the services provided by this position may affect UW Patients, Visitors, Employees, and Departments. A wide variety of both internal and external relationships are involved in carrying out the duties of this position.

MAJOR RESPONSIBILITIES

Lead Worker / Trainer Responsibilities:

- Role model - Act as a role model for Valet staff. Portray a positive demeanor always, through actions and communications. Act as a leader and resource for fellow valet staff.
 - Show respect for patient privacy and courtesy to all individuals encountered.
 - Effectively apply principals of effective feedback to diffuse difficult situations.
 - Understand the need to refrain from gossip and negative comments to, or about, others in the workplace.
 - Follow the Work Rules and departmental policies. Articulate the reasons for these policies to other employees.
 - Know the competencies needed for a wide variety of Valet work areas.
 - Demonstrate an ability and willingness to work in many areas, when operational needs require.
- Trainer - Train new/current employees on all Valet duties in areas of the hospital.
 - Know and demonstrate the basic skills needed to do the Valet position.
 - Understand and follow the principals of successful on-the-job-training.
 - Effectively articulate and demonstrate the principals and details of departmental standard procedures.
 - Document progress of new employees during the training and orientation period.
 - Demonstrate a willingness and ability to train Valet employees in the principles and practice of effective on-the-job-training.
 - Provide constructive feedback to peers while maintaining confidentiality and sensitivity, regarding corrective retraining.
- Lead worker - Provide direction, guidance and training to Valet employees in the absence or under the direction of a supervisor.
 - Respond to customer or employee requests and complaints regarding service.
 - Communicate problems and feedback to the appropriate departmental staff.
 - Adjust daily work schedules and reassign staff duties as required to accommodate the daily work load.
 - Communicate clearly and effectively in writing, orally, and through electronic media such as e-mail.
 - Requisition Valet supplies, distribute supplies, and maintain control and use of supplies.
 - Instructs associates in the proper use of equipment.
 - Assist management with maintaining accurate records of shift assignments, quality control issues, service efficiency data, and infection control protocols and outcomes.
- Liaison - Act as a liaison in communicating and implementing safety measures, changes in department policies, and correct cleaning procedures,
- Observe unsafe acts or procedures of fellow Valet employees and communicate effectively with the employee and the supervisor, to solve the problem.
- Stay current with new or changed policies or procedures as communicated by management and act as a resource for fellow employees about reasons and details.
- Strive to use standard procedure personally, as an example for other Valet employees.
- Act as a liaison between the department and its customers, anticipating customer needs, vetting problems

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and complaints, and attempting to solve them.

Valet Driver Responsibilities:

- Operate Valet Services at three areas; University Hospital, American Family Children's Hospital and the Emergency Department.
- Maintains security of vehicles and keys.
- Manages and records valet parking transactions; Manage key inventory system and issues valet claim checks.
- Perform as front door ambassadors.
- Provide remarkable service as a first and last impression of UW Health.
- Greet customers.
- Wears required uniform when performing job duties.
- Enforces the no-smoking policy at the entrance.
- Direct traffic.
- Assist patients in and out of vehicles.
- Assist patients in and out of wheelchairs.
- Load and unload items such as wheelchairs, luggage, strollers and other mobility devices. Clean wheelchairs.
- Maintains a respectful environment always for patients, visitors, volunteers, and staff.
- Maintain clean and orderly work and entrance area that presents positive image of UW Health.
- Assist with wayfinding.
- Transport patients.
- Assist with finding vehicles in parking ramp.
- Operate a variety of motor vehicles.
- Be familiar with vehicles, driving, and jump starts.
- Use problem solving to facilitate oversize vehicles.
- Report all accidents immediately according to proper procedure.
- Complete appropriate forms to report vehicle accidents.
- Distribute tickets.
- Organize retrieval of tickets.
- Complete appropriate paperwork for work completed.
- Performs additional duties as assigned.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School diploma or equivalent
	Preferred	
Work Experience	Minimum	Two years customer service experience
	Preferred	Driving and parking vehicles experience
Licenses & Certifications	Minimum	Valid Wisconsin driver's license
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Must be 21 years of age to drive a UW Health Valet vehicle. • Ability to be insured by UW Health's Risk Management insurer which requires: <ol style="list-style-type: none"> (1) A valid Wisconsin driver's license and (2) Successfully passing a driver's background check • Ability to work independently and as a team member. • Possess a thorough knowledge of traffic regulations. • Possess a thorough knowledge of safety precautions to be followed while operating a motor vehicle. • Knowledge of safe lifting methods. • Ability to operate a vehicle efficiently and safely. • Ability to follow written and oral instructions. • Demonstrate customer service skills.

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AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<input type="checkbox"/>	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
<input type="checkbox"/>	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
X	Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
<input type="checkbox"/>	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
<input type="checkbox"/>	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.