

UW HEALTH JOB DESCRIPTION

VALET DRIVER

Job Code: 410024	FLSA Status: Non-Exempt	Mgt. Approval: S. Arneson	Date: June 2022
Department: Valet Services		HR Approval: S. Whitlock	Date: June 2022

JOB SUMMARY

The nature of the services provided by this position may affect UW Health Patients, Visitors, Employees, and Departments. A wide variety of both internal and external relationships are involved in carrying out the duties of this position. The Valet Driver will safely operate golf carts and/or park and retrieve Patient and Visitor vehicles. The Valet Driver is responsible for providing exceptional customer service to all Patients, Visitors, Employees, Departments, and all others with whom he/she interacts. The Valet Driver will promote good customer relations by consistently providing premier customer satisfaction with a friendly demeanor and willingness to help.

MAJOR RESPONSIBILITIES

Responsibilities include, but not limited to:

- Operate Valet Services and Parking Assistance 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.
- Directs customer vehicles and provides rides to customers using golf carts.
- 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 entrances.
- Direct traffic.
- Safely assist patients in and out of vehicles.
- Safely assist patients in and out of wheelchairs.
- Load and unload items such as wheelchairs, luggage, strollers and other mobility devices.
- Clean and organize wheelchairs.
- Continuously maintain a respectful environment for patients, visitors, volunteers, and staff.
- Maintain clean and orderly environment and entrance area that presents positive image of UW Health.
- Assist with wayfinding.
- Train new employees.
- Transport patients using wheelchairs and mobility devices.
- Assist in finding vehicles in parking ramps.
- Operate a variety of motor vehicles including golf carts, customer vehicles, and UW Health vehicles.
- Assist with jump starting vehicles.
- Use problem solving to facilitate parking options for oversize vehicles.
- Report all accidents immediately, according to proper procedure.
- Complete appropriate departmental forms for recordkeeping and vehicle accident reports.
- 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	
	Preferred	One (1) year of customer service experience. Driving and parking vehicles experience.
Licenses & Certifications	Minimum	Valid Wisconsin driver's license
	Preferred	

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Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> • Must be 18 years of age to drive golf carts. • Must be 21 years of age to drive a patient/family 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 and (3) Two years of driving experience • 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
<input checked="" type="checkbox"/> 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.