

UW HEALTH JOB DESCRIPTION

VALET DRIVER - BILINGUAL

Job Code: 410074	FLSA Status: Non-Exempt	Mgt. Approval: S. Arneson	Date: March 2022
Department: Valet Services		HR Approval: S. Whitlock	Date: March 2022

JOB SUMMARY

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. The Valet Driver - Bilingual will safely park and retrieve Patient and Visitor vehicles. The Valet Driver - Bilingual is responsible for providing exceptional customer service to all Patients, Visitors, Employees, Departments, and all interactions. The Valet Driver - Bilingual 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 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.
- Direct RV's and Oversized vehicles to approved parking lots or spaces.
- Greet customers upon arrival to UW Health.
- 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 and take to location at UW Health.
- 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.
- Train new employees.
- 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.

Customer Service Standards:

- Support co-workers and engage in positive interactions.
- Communicate professionally and timely with internal and external customers
- Demonstrate friendliness by smiling and making eye contact when greeting all customers.
- Provide helpful assistance in anticipating and responding to the needs of our customers.
- Collaborate with customers in planning and decision making to result in optimal solutions.
- Ability to stay calm under pressure and deal effectively with difficult situations.

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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	One (1) year of 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"> • Required to be bilingual in Spanish • Must be 21 years of age to drive a patient/family vehicle. • Ability to be insured by Hospital's risk management insurer which requires (1) a valid Wisconsin Driver's License and (2) successfully passing a driving 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. • Displays a professional appearance • Knowledge of safe lifting methods. • Ability to operate a vehicle efficiently and safely. • Ability to follow written and oral instructions. • Demonstrate customer service skills. 		

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#

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	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#
	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.