About Crescent Heights
Crescent Heights® is a leading real estate brand that develops transformative projects in America’s greatest cities. Crescent Heights® projects are crafted to work in the context of the cities in which they are built, and include innovative spaces that are curated by thoughtful an extensive focus on community retail, art and sustainable design. The team’s vision and love has created authentic buildings that fit the cities and neighborhoods in which they reside. Crescent Heights® properties are perennial award winners for design and execution. Crescent Heights® manages all aspects of its properties and prides itself on creating a feeling of community with a variety of events and an obsession of service. The firm has a commitment to technology, making living in the buildings extraordinary.

Summary
National developer Crescent Heights® is setting a new standard of luxury high-rise living in Los Angeles with the introduction of Ten Thousand – a 40-story residential tower perched where Century City meets Beverly Hills, offering an exquisitely modern lifestyle, luxury resort service akin to a five-star boutique hotel and best in class amenities.

We are seeking a dynamic valet attendant for a high end luxury property in the Los Angeles area, one of the most exciting developments of its kind in the country. Responsible for ensuring maximum resident and customer satisfaction through providing exceptional customer services while parking their vehicles. Oversee operations with the assistance of Valet Manager.

Navigating the fast-paced and technology-driven lifestyle of our highly discerning residents will require a unique mix of talents that include managing the day-to-day operations of a high-end residential tower, while also finding ways to delight some of the City’s most forward-thinking residents.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
• Greet residents with a smile and by their name.
• Remains on the floor, actively manages throughout shift.
• Directly responsible for overseeing the training of Valet Attendants providing each with the knowledge and appropriate direction to perform his/her responsibilities.
• Maintain employee work schedules including assignments.
• Ensuring that personnel clearly understand and are held accountable for their respective performance expectations.
• Proactively seeks coverage for shifts and or special circumstances under the direction and guidelines set by management. Proactively informs management or future and or immediate staffing shortages for any given shift or circumstance.
• Efficiently handling customer disputes (making every effort to achieve customer satisfaction). Exercising skills to identify situations that require attention and resolution as well as appropriate discretion that require the attention of management.
• Meet and exceed resident expectations.
• Ensure wait time for cars averages under 3 minutes and never exceed 7 minutes.
• Provides full coverage of the valet stand and assists residents and guests in a timely manner.
• Ensure security measures are met.
• Keeps a detailed log of cars coming in and checking out. Follows check in procedures to ensure the garage is always moving smoothly.
• Maintain fast and efficient response times.
• Ensure garage and workspaces are always clean and organized.
• Ensure the cleanliness of the interior of the car and that the exterior is not damaged while in our possession.
• All other duties as assigned.

SUPERVISORY RESPONSIBILITIES:
None

QUALIFICATIONS:
Requires knowledge of basic office equipment and procedures including the operation of a multi-line telephone system.

EDUCATION and/or EXPERIENCE:
Degree from four (4) year university highly desired, will consider candidates with degrees from a two (2) year university combined with related experience. Computer skills including: internet, email, (MS Outlook) MS Excel, MS PowerPoint, MS Word.

CERTIFICATES and LICENSES:
None.

LANGUAGE SKILLS:
Ability to read, write and comprehend simple instructions, correspondence, memos and reports. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

REASONING ABILITY:
Significant analytical skills in order to solve a variety of complex problems and deal with variables in situations where limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram form.

PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to touch, handle, or feel. The employee is occasionally required to reach with hands and arms. Specific vision abilities required by this job include close vision, and color vision.
WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job is primarily performed in an office environment with a moderate noise level. While performing the duties of this job, the employee is required to frequently inspect inside and outside areas of the property location and may be exposed to on-going construction and various weather conditions. The noise level in the work environment may range from moderate to loud.

All qualified applicants may submit their resume and cover letter to:
recruiter@crescentheights.com

Crescent Heights® is an EEO Company.

RELOCATION PROVIDED: No