

## JOB DESCRIPTION

**Position Title:** Tram Driver

**Position Reports to (Title):** Visitor Services Manager

**Effective Date:** 1/28/2019

**Department:** Visitor Services

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### **1. Position Summary**

The Tram Driver will report to the Visitor Experience Manager and assume a supporting role in the organization. A key member of the Visitor Services team, this position is responsible for driving the trams which deliver visitors to different areas around the gardens. Occasionally, tram drivers are also needed as for wedding rentals. A valid driver's license is needed.

The primary day to day functions of this position include daily inspection of the tram, cleaning as needed; adhering to the tram scheduled times; driving the route to all tram stops, stopping and helping visitors on and off as needed; maintaining a safe speed when driving; checking in with visitor services at the VEC for special events / instructions; providing information about the garden, events and membership opportunities to the visitors; reconciling tram fees at the end of the day and delivering to front desk; parking trolley, cleaning as necessary, in the appropriate storage area.

### **2. Essential Functions**

#### Driving Garden Tram

1. Provide transportation service to visitors around the gardens
2. Collect tram fees from visitors
3. Reconcile tram fees at the end of each day and deliver to front desk at VEC
4. Occasionally transporting Special Events visitors, reporting to Special Events Coordinator during those assignments

#### Maintenance

1. Clean tram daily before and after shift
2. Store tram in appropriate area daily
3. Plug tram in every evening to ensure it charges overnight
4. Communicate maintenance issues to Hort. Dept. Coordinator via email, copying VSM

#### Communication

1. Ability to interpret written orders / schedules.
2. Ability to use email.
3. Ability to understand and comply with all company rules, regulations, policies, and procedures.

#### Visitor Experience

1. Take initiative to maintain a superior knowledge of garden wide events / activities and communicate those to visitors
2. Engage visitors and promote membership sales
3. Provide guidance and direction to visitors in a friendly, engaging manner
4. Deliver guidance regarding Garden rules and procedures to visitors in a professional manner

## Sphere of Responsibilities

- Safety of visitors
- Visitor Experience / Services
- Membership sales
- Reporting procedures

## 4. Internal and External Contacts

**Internal:** All Powell Gardens employees, volunteers

**External:** Powell Gardens visitors

## 5. Consequence of Error

The Tram Driver must carry out the duties of this position with a display of professionalism. They must exhibit good judgement and leadership abilities. They must be consistent and dependable regarding how they deal with their essential functions, policy and procedures. Failure to meet these criteria can cause issues and can result damage to property, harm to staff and to guests.

## 6. Experience/Education

<b>Education</b>	
<b>Experience</b>	
<b>Knowledge</b>	Must have a good knowledge of the grounds, proper procedures,
<b>Communications</b>	Speak, listen and write in a clear, thorough and timely manner Diplomatic and professional in their dealings with guest and staff Transparent and factual
<b>Core Competencies</b>	<b>Action- Oriented and Nimble Learning</b> Readily takes action on challenges, without unnecessary planning; identifies and seizes new opportunities; displays a can-do attitude in good and bad times; steps up to handle tough issues; learns quickly when facing new situations; experiments to find new solutions; takes on the challenge of unfamiliar tasks; extracts lessons learned from failures and mistakes <b>Interpersonal Savvy</b> Relates comfortably with people across levels, functions, culture, and geography; acts with diplomacy and tact; builds rapport in an open, friendly, and accepting way; builds constructive relationships with people both similar and different to self; picks up on interpersonal and group dynamics <b>Managing Change &amp; Improvement</b> Measures effectiveness in initiating changes; adapts to necessary changes from old methods when they are no longer practical; identifies new methods and generates improvement in the organization's performance <b>Manages Conflict</b> Step up to conflicts, seeing them as opportunities; asks questions and listens closely to all issues presented; finds common ground and drives to consensus, ensuring that all feel heard; defuses high-tension situations effectively <b>Plans and Aligns</b> Contributes to key results through execution of job duties; makes sound and timely decisions related to job duties; consults others when appropriate; suggests ways to do the job better

	<p><b>Situational Adaptability and Decision Quality</b>  Picks up on situational cues and adjusts in the moment; readily adapts personal, interpersonal, and leadership behavior; understands that different situations may call for different approaches; can act differently depending on the circumstances: Makes sound decisions, even in the absence of complete information; relies on a mixture of analysis, wisdom, experience, and judgment when making decisions; considers all relevant factors and uses appropriate decision-making criteria and principles; recognizes when a quick 80% solution will suffice</p>
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**7. Work Environment/Physical Requirements**

Must be available to work as required at events or programs. Must be available to work an irregular schedule to include days, nights, weekends, and holidays. Must have a valid driver’s license. Must be able move throughout a multi-facility work location. Physical ability to move rapidly as situations of life and death may dictate. Mobility to operate vehicle in emergency situations with special emphasis on stable deportment. Excellent vision, natural or corrected, with normal unimpaired hearing. Must be able to work in all weather conditions; Must have safe driving skills. Must have good, clear English diction and voice

Disclaimer Statement:

Every effort has been made to make your job description as complete as possible. However, this position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other duties requested by their department supervisor.

Accepted

By: \_\_\_\_\_

Date: \_\_\_\_\_