



### **JOB DESCRIPTION**

Position Title:	Guest Transportation Associate
Position Classification:	Seasonal, hourly, non-exempt
Department:	Facilities & Security
Reports to:	Director of Facilities & Security

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#### **General Position Summary:**

The Guest Transportation Associate is responsible for ensuring our guests are continuously and safely transported from our 1876 town of Walnut Hill to the West Side of the museum grounds where the farm sites are located during museum hours.

#### **Essential Specific Duties:**

- The associate performs general safety inspections and maintains tractors and carts (checking fluids & tires).
- Notifies the Director of Facilities and Security, of needed maintenance and care of inner roads and boardwalk area around the tractor cart stops to ensure clear driving paths, addressing slippery spots or trouble areas that pose safety concerns.
- Assists passengers getting on and off the tractor cart at designated stops, and by answering questions.
- Helps visitors by providing friendly and courteous customer service.
- Works with volunteers and exhibits courteous communication skills.
- Reports any incidents or accidents immediately to the transportation supervisor and Manager on Duty.
- Reports serious weather conditions or emergency assistance immediately.
- Conducts frequent and regular cleaning procedures daily.

- Performs other duties as assigned.

#### Supervisory Responsibilities

This position has no supervisory responsibilities

#### Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Consistent attendance is an essential function of the position. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### Education & Skills

The successful candidate will embrace the vision and mission of Living History Farms and seek to be a positive influence in sharing this mission with the general public.

The successful candidate must have a warm and friendly personality and experience in customer service. Experience interacting with the general public and working in a team based environment is helpful.

The successful candidate must be able to perform physical tasks (minimum strength requirement – lift 50 pounds) with physical mobility to perform a variety of tasks including lifting strollers and wheelchairs onto and off of tractor carts, and frequently climbing in and out of the tractor cab.

Previous experience driving farm tractors is preferred. The candidate must also pass a museum driving certification program and hold a current Iowa driver's license.

Basic computer skills are required. The candidate must be comfortable adhering to touring group schedules, using a cellphone, and accessing email and information electronically using a computer to stay informed about museum policies, schedules and programs, and to clock in and out for work with our time management system.

Organization skills and dependability are important. The candidate should be self-motivated to seek continuous improvement of the tractor cart operations.

The candidate must be comfortable working in the outdoors as the weather conditions change seasonally.

#### Schedules/Shifts:

The positions are scheduled as follows with additional time for training:

Tuesdays-Saturdays 8:15am-4:15pm from April 30-October 30, 2024. These positions include working weekends and holidays ( 4<sup>th</sup> of July).

Updated & Approved 2.1.2024 (RCH/jh)

