Wisconsin Historical Society  
Position Description

Position Title/Classification: Assistant Guide *LTE seasonal*  
Working Title: Tram Host

Location: Old World Wisconsin; Division of Museums and Historic Sites  
Reports to: Supervisor: Assistant Director, Guest Experience; Lead Worker: Tram Team Lead  
Type of Employment: Seasonal, Limited Term (LTE)  
Work Schedule: 18 to 40 hours per week in season; 9:00 am - 6:00 p.m., weekend hours required, evenings and additional availability as needed for special events

Summary

The individual in this position is responsible for providing outstanding customer service while operating a large passenger tram carrying guests and staff throughout the museum grounds.

This position provides welcoming, high quality customer service in alignment with the Mission of WHS and the Vision of Old World Wisconsin and makes the safety of all guests a top priority every day. This employee must work well in a fast paced environment, have experience with motor vehicles, and have a passion for creative, guest-focused service.

Specific duties and responsibilities include, but are not limited to:

70%  A. Safely and professionally operate a museum passenger tram, transporting guests and staff throughout the museum grounds

1. Operate a two-car passenger tram (classified as an amusement ride) consisting of a powered unit and a trailing unit carrying up to 50 passengers on designated routes throughout the museum grounds
2. Maintain a positive, welcoming attitude at all times, anticipating needs to ensure clear communication and safety are always first and foremost
3. Think on your feet to ensure positive and useful guest interactions
4. Share accurate museum information while driving, including scripted and unscripted information about current museum programs and the “Big Ideas” that support OWW’s Organizational Philosophy
5. Have a working knowledge of the Tram operating systems and be able to detect problems with the Trams that will require the attention of OWW’s mechanic
6. Communicate and collaborate daily with colleagues to improve team effectiveness and guest experiences
7. Maintain personal appearance according to museum standards and wear museum approved uniforms

20%  B. Ensure Site Security

1. Maintain site radio communication and respond to calls as needed throughout the day
2. Ensure the safety and security of guests, staff, and property at all times
3. Assist with implementation of emergency procedures to ensure safety including locations of first aid supplies, storm shelter areas, and emergency communication plans
4. As scheduled, conduct site close sweep at the end of each day and communicate with Front Line Team to ensure all guests are safely off the site
5. Communicate with larger Guest Experience team on security related reviews or needed training

10% C. Serve as Part of the Guest Experience Team
1. Communicate and collaborate regularly with colleagues to ensure team effectiveness
2. Attend daily morning meetings and required trainings as needed
3. Participate in year-round professional development
4. Become well-versed in museum mission and philosophy
5. Other duties as assigned

Knowledge, Skills, and Abilities
- Excellent customer service
- Excellent communication skills with groups and one-on-one
- Ability to work with diverse audiences and team members to realize exceptional service
- Valid Wisconsin driver’s license and safe driving record
- Attentive to schedules and deadlines
- Ability to use email and enter time using computer technology
- Ability to function and cooperate in a team environment
- Ability to work independently with minimal supervision
- Ability to problem solve and handle multiple tasks in a fast-paced environment
- Maintains a hardworking, positive attitude
- Ability to sit for long periods of time
- Ability to work in a semi-outdoor setting and varying weather conditions
- Ability to move with groups out on site, as needed, distances of up to .25 miles
- Able to have physical dexterity and flexibility to work in an office environment
- Ability to assist with access for guests in chairs and scooters, as outlined by organizational policies

Work Environment
- Work is performed in a forested, outdoor museum environment. While the cabs of the Trams may provide some heat or cooling, staff must be able to safely work in weather.
- Work involves daily contact with the public, and may involve dealing with difficult people, large groups of people, and facilitating experiences for a diverse array of guests
- Days and hours may vary to accommodate specific programs and events

Important Information
A criminal background check will be conducted prior to an offer of employment to determine if the circumstances of any conviction may be related to the job.
The Immigration Reform and Control Act of 1986 requires employers to hire only individuals who are eligible to work in the United States. Upon reporting for work, an individual will be expected to present proper evidence establishing employability.

Verification of any academic degrees will be conducted prior to an offer of employment.

**Position Status/Benefits**

This is a Seasonal Position April through October, with November and December hours available for holiday programming.

All staff are required to work Saturdays and/or Sundays, 2 to 5 days a week.

State residency required.

This is a State of Wisconsin Limited Term Employment position.

Starting at $9 per hour.

**Contact**

Please send the completed application packet, including the official WHS Application for Employment, to:

**Old World Wisconsin**

Attn: Anna Altschwager, Assistant Director, Guest Experience

W372 S9727 Hwy 67

Eagle, WI 53119

fax: 262-594-6342

email: OWW@wisconsinhistory.org

**The Wisconsin Historical Society is an equal opportunity employer.**
2020 Guest Experience Team Application

Name: __________________________________________________________________________

I am a:  ☐ Returning Applicant  ☐ New Applicant

I am applying for a position on the following Guest Experience team:

☐ Experience Facilitation Team  ☐ Front Line (store/admissions) Team  ☐ Tram Team

At the Wisconsin Historical Society we transform lives through unparalleled access to history. We believe that the public's knowledge of history has profound economic, societal, and cultural benefits. In our work at Old World Wisconsin we set the standard for guest experiences that are engaging, enriching, authentic, relevant, and fun.

Our Values are qualities that are seen in all of our work, everyday:

▪ Embracing a Spirit of Service
▪ Engaging our Expertise
▪ Sparking Enthusiasm
▪ Cultivate Inclusion
▪ Exceed Expectations
▪ Think Big and Grow with Purpose

In order to apply for a position, there are four (4) parts that must be completed.

I have completed the following parts of the Application Packet:

☐ This Cover Sheet
☐ The Team Application (Five (5) questions)
☐ The WHS Application for Employment
☐ The Schedule Availability Worksheet

By submitting this application I Agree To The Following Statements:

▪ I understand that all staff must work July 4th
▪ I will work at least 2 weekend days in every schedule set (a 2 week period)
▪ I will work at least 2 days per week, every week

____________________________________________________
Signature

Date

Please send the completed application packet to:

Old World Wisconsin
Atten: Anna Altschwager, Assistant Director, Guest Experience
W372 S9727 Hwy 67
Eagle, WI 53119
email: OWW@wisconsinhistory.org
Tram Team Application

Please answer the following questions to help us understand your skills, motivations, and approach to creating an exceptional guest experience. Be brief, no more than 100 words per response. You may answer on a separate sheet.

1. Why are you interested in being part of the Tram Team at Old World Wisconsin?

2. When we talk about making history engaging and connecting to guests, what do you hope this looks like when it comes to the tram-based experiences we offer?

3. Reflecting on the position description, what strengths do you bring to the team?

4. Riding the trams Old World Wisconsin is a memorable and essential part of most guests’ visits. Please share with us what you hope they take away from their experience.

5. Do you have any special skills or knowledge (languages, certifications, etc.) that you’d like us to consider integrating into your work on the Tram Team?
The 2020 Season Overview

2020 Training Dates (All staff MUST attend required training before working any paid hours.)

Track A: March 28 & April 4, plus 1 day Team Training April 5
Track B: March 31 & April 1, plus 1 day Team Training the week of April 6
Track C: June 16 & 17, plus 1 day Team Training June 19

Spring Season
School Tours: Tues- Fridays, Work hours: 9:15 am to 3 pm, April 21 – June 11
Open: Saturdays – Sundays, Work hours: 9:15 am to 5:30/6 pm, May 9 – June 7

Summer Season
Open: 7 days a week, Work hours: 9:15 am to 5:30/6 pm, June 12 – Sept. 6
Guided Journeys: Mondays – Thursdays
Site Self Explore: Fridays-Sundays

Fall Season
Open: Saturdays – Sundays, Work hours: 9:15 am to 5:30/6 pm, Sept. 12 – Oct. 11
School Tours: Tues- Fridays, Work hours: 9:15 am to 3 pm, Sept. 22 – Oct. 30

Holiday Season
Halloween Legends and Lore: Oct 16, 17, 23, 24, Work hours: 5 to 9:45 pm
An Old World Christmas: Dec 5, 6, 12, 13, 19, 20; Work hours: 9 am to 4:30 pm

About Our Schedules:

Our schedules are built in four (4) parts; Spring, Summer, Fall, and Holidays. You will submit your availability for each season. The schedule will be designed in a pattern that repeats every two (2) weeks: A, B, A, B, A, B, etc. The Schedule Availability you give us now will be used to build our seasonal schedules. If things change, you must work directly with your supervisor to make adjustments. You are responsible for working all scheduled shifts.

Example Availability

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This person would work every Sun., Tue., Wed., and Thurs, but only every other Saturday.

This is what a month would look like for the above availability. In this example The Gray Boxes Are Work Days. You can see that they have every other Saturday off, with the A and B week pattern repeating.

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<td>A</td>
<td>28</td>
<td>29</td>
<td>30</td>
<td>31</td>
<td>1</td>
<td>2</td>
<td>3</td>
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Schedule Requirements:
- You cannot work more than five (5) Days in one (1) Week (Sun. – Sat.)
- All Staff must work at least two (2) days each week (Four (4) days total in each two (2) week block)
- All Staff must work at least two (2) weekend days in their two (2) week block

We know that over the course of the season, conflicts may arise when you cannot work a scheduled day. It is your responsibility to find someone to cover your spot. With the A & B model, you are more likely to find someone with whom to trade shifts.

Please fill out the following Schedule Worksheet and return it with your Application.
Your 2020 Schedule Worksheet

Name: _________________________________________________________________________

☐ Experience Facilitation Team  ☐ Guest Service Team  ☐ Tram Team

Training: All staff must attend training before any paid hours are worked.

Please indicate which days you will attend the REQUIRED onboarding and training:

☐ Track A: March 28 & April 4, plus 1 day Team Training April 5
☐ Track B: March 31 & April 1, plus 1 day Team Training the week of April 6
☐ Track C: June 16 & 17, plus 1 day Team Training June 19

Training dates are currently tentative, and subject to change. You will be notified if/when dates change.

SPRING: School Tours: Tues- Fridays, 9:15 am to 3 pm, April 21 – June 11
Open: Saturdays – Sundays, Work hours: 9:15 am to 5:30/6 pm, May 9 – June 7

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<td>Week B</td>
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SUMMER: Open: 7 days a week, Work hours: 9:15 am to 5:30/6 pm, June 12 – Sept. 6
Guided Journeys: Mondays – Thursdays
Site Self Explore: Fridays-Sundays

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<tbody>
<tr>
<td>Week A</td>
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<tr>
<td>Week B</td>
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FALL Open: Saturdays – Sundays, Work hours: 9:15 am to 5:30/6 pm, Sept. 12 – Oct. 11
School Tours: Tues- Fridays, 9:15 am to 3 pm, Sept. 22 – Oct. 30

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<td>Week A</td>
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<td>Week B</td>
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We will ask about Holiday Schedules in the late summer.
# W.H.S. APPLICATION FOR EMPLOYMENT

Please print clearly, and complete entire form.

## Applicant Contact Information:

<table>
<thead>
<tr>
<th>Name (Last, First MI)</th>
<th>Previous Name (if applicable)</th>
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<table>
<thead>
<tr>
<th>Primary Phone Number</th>
<th>Email Address</th>
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<th>Local Street Address</th>
<th>Unit/Apt</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
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<th>Permanent Street Address (if different)</th>
<th>Unit/Apt</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
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## Authorization to Work:

<table>
<thead>
<tr>
<th>Are you a US Citizen?</th>
<th>If you are not a US Citizen, do you have appropriate work authorization?</th>
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<tbody>
<tr>
<td>☐ Citizen by birth</td>
<td>☐ Yes ☐ No</td>
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<tr>
<td>☐ Naturalized</td>
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<tr>
<td>☐ Non-citizen</td>
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You will be required to provide proof of citizenship or work authorization upon hire. See I-9 for list of documents.

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<th>Are you over 18 years of age?</th>
<th>If no, please list your age:</th>
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<tr>
<td>☐ Yes ☐ No</td>
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## Availability:

Please check all that you will accept:

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<tr>
<th>☐ Full Time</th>
<th>☐ Daytime</th>
<th>☐ Week Days</th>
<th>☐ Summer</th>
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<td>☐ Part Time</td>
<td>☐ Evening</td>
<td>☐ Weekends</td>
<td>☐ Holidays</td>
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Ideally, how many hours would you work per week? ______

What is your approximate availability?

- Sunday __________________________
- Monday __________________________
- Tuesday __________________________
- Wednesday _________________________
- Thursday __________________________
- Friday ____________________________
- Saturday __________________________

## Areas of Work Interest: Areas (Please check any that apply):

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<tr>
<th>☐ Café Team</th>
<th>☐ Maintenance/Grounds</th>
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<td>☐ Tram Team</td>
<td>☐ Experience Facilitation Team</td>
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<tr>
<td>☐ Front Line (Store/Admissions) Team</td>
<td>☐ Other: __________________________</td>
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## Education and Training:

Education Level (Please check highest level attained):

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<tr>
<th>☐ Currently in high school</th>
<th>☐ Two year associate degree</th>
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<tbody>
<tr>
<td>☐ High school diploma or GED</td>
<td>☐ Bachelor's degree</td>
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<tr>
<td>☐ Some college, no degree</td>
<td>☐ Graduate college degree</td>
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<td>☐ One year vocational diploma</td>
<td>☐ Other: __________________________</td>
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<th>☐ Currently enrolled in college as a</th>
<th>☐ Freshman ☐ Sophomore ☐ Junior ☐ Senior ☐ Graduate Student</th>
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Do you currently qualify for Work Study through UW-MKE or Whitewater? □ Yes □ No
If yes, would you accept a Work Study position at WHS? □ Yes □ No
Award amount: ____________________

**Educational History (Please list location of education or professional training):**

<table>
<thead>
<tr>
<th>Name of Institution</th>
<th>Location</th>
<th>Dates Attended</th>
<th>Major</th>
<th>Grad. Date</th>
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Please list equipment and programs that you are trained or experienced in operating (such as computer/office equipment/programs, farm equipment, etc.):

Please list foreign language ability and level of fluency (e.g. can read; can speak, read, and write; etc.):

Do you have a Wisconsin driver’s license? □ Yes □ No
Commercial driver’s license? □ Yes □ No

**Employment History (Please list most recent job first):**

<table>
<thead>
<tr>
<th>Employer</th>
<th>Supervisor Name /Number</th>
<th>Dates Employed</th>
<th>Duties</th>
<th>Wage</th>
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Have you ever worked for WHS? □ Yes □ No
If yes, when? ____________________________
In what capacity? ____________________________

**Please note that a criminal background check will be conducted prior to employment.**

I acknowledge that all information on this application is true and complete to the best of my knowledge, and understand that any false or missing job-related information may disqualify me for consideration. I further authorize WHS to do pre-employment checks.

______________________________  __________________
Signature  Date