



Position Description

Working Title: Tram Host

Location: Old World Wisconsin; Division of Museums and Historic Sites, Wisconsin Historical Society

Position Title/Classification: Assistant Guide *LTE seasonal*

Reports to: Assistant Director, Guest Experience

Type of Employment: Seasonal, Limited Term (LTE)

Rate: Starting at \$10 per hour

Work Schedule: 16- 40 hours per week in season; 9:15 am - 5:30 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. Support the communication of current Covid 19 Health and Safety protocols (access to wash/sanitizer stations, use of PPE, etc) to guests
 6. 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
 7. Communicate and collaborate daily with colleagues to improve team effectiveness and guest experiences
 8. 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 of guests and staff including knowing locations of first aid supplies and 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. Support the safe and responsible use of PPE in compliance with current State and Federal Guidelines
4. Participate in year-round professional development
5. Become well-versed in museum mission and philosophy
6. 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
- Ability to problem solve and handle multiple tasks in a fast-paced environment
- 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 work independently with minimal supervision
- Maintains a hardworking, positive attitude
- 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
- Ability to board and alight from a high motor vehicle multiple times per day
- Ability to assist with access for guests in chairs and scooters, as outlined by organizational policies

Work Environment

A Note on Covid 19 and your work environment:

WHS prioritizes the health and safety of our staff, their families, and communities. Masks are required for all staff in all roles. We will continue to ensure that all staff have access to Personal

Protective Equipment (PPE), workspaces that are clean and physically distanced, and a workplace culture that values accountability and your sense of well-being.

As a state agency, we will comply with guidelines set forth by the State of Wisconsin Department of Health, and local county guidelines.

Additionally:

- 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 all 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 May 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.

Contact

Please send the completed application packet by email or mail to:

Old World Wisconsin

Atten: 2021 Team Application

W372 S9727 Hwy 67

Eagle, WI 53119

fax: 262-594-6342

email: OWW@wisconsinhistory.org

The Wisconsin Historical Society is an equal opportunity employer.