

**Hermann Park Conservancy
Job Description**

JOB TITLE: Train Operator
REPORTS TO: Director, Visitor Services
DEPARTMENT: Visitor Services
FLSA STATUS: Non-Exempt

OVERVIEW: The Train Operator is responsible for enhancing the Park visitor experience by providing friendly and engaging customer service in an amusement park setting. The Train Operator maintains and operates the Hermann Park Railroad by consistently following all safety rules, regulations, and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Safely operate the train: visually survey around the track to identify safety concerns; monitor gauges; follow verbal direction from conductor; and clean and maintain equipment.
- Provide outstanding customer service by engaging with train riders in stations. Verbally greet, talk to, and thank riders.
- Maintain a consistently clean environment by cleaning train and stations

ADDITIONAL DUTIES AND RESPONSIBILITIES:

- Operate train in a safe manner: utilize throttle and breaks to drive train at appropriate speed for layout and weather conditions; constantly visually monitor surroundings to identify potential safety concerns; utilize train whistle and bell to alert Park guests; make eye contact with Park guests to verify they are aware of the train approaching; monitor train gauges to identify potential maintenance issues; respond to the verbal "clear" signal by conductor.
- Clean, refuel and perform preventative train maintenance. Utilize opening and closing check-lists
- Inspect equipment to detect wear and damage and perform minor repairs, adjustments or maintenance tasks such as oiling parts.
- Collect tickets and accurately record passenger counts on Station Master and Conductor logs.
- Direct guests to open seats. Maintain open benches prior to departing Kinder Station.
- Provide assistance to guests entering or exiting the train and train stations.
- Monitor activities to ensure adherence to rules and safety procedures, or arrange for the removal of unruly guests
- Utilize narration equipment to inform guests and promote Conservancy attractions and programs.
- Maintain a consistently clean environment by cleaning train, removing trash from car floors and benches, and picking up debris in train stations.
- Respond to emergency situations effectively and report any collisions and accidents to management immediately.
- Promote Conservancy activities and events
- Support all Conservancy operations
- Treat every visitor as a guest by providing outstanding customer service and engagement. Come to work on time ready to serve the guests. Demonstrate positive body language, good hygiene, and proper dress
- Acknowledge every guest with a smile, eye contact, and warm verbal greeting
- Show every guest appreciation by thanking them and inviting them to return
- Monitor and report unsafe conditions to management promptly.
- Provide information about Park facilities, HPC programs, and rules and regulations.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

COMPETENCIES - To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Interpersonal

- Responds promptly to customer needs.
- Responds to requests for service and assistance.
- Meets commitments.
- Keeps emotions under control.
- Contributes to building a positive team spirit.
- Supports everyone's efforts to succeed.

Organization

- Contributes to profits and revenue.
- Treats people with respect.
- Keeps commitments.
- Works with integrity and ethically.
- Upholds organizational values.
- Follows policies and procedures.
- Supports organization's goals and values.

Self-Management

- Is consistently at work and on time.
- Follows instructions, responds to management direction.
- Takes responsibility for own actions.
- Exhibits sound and accurate judgment.
- Approaches others in a tactful manner.
- Reacts well under pressure.
- Treats others with respect and consideration regardless of their status or position.
- Accepts responsibility for own actions.
- Demonstrates accuracy and thoroughness.
- Looks for ways to improve and promote quality.
- Applies feedback to improve performance and monitors own work to ensure quality.
- Observes safety and security procedures and reports potentially unsafe conditions to management.
- Uses equipment and materials properly.

Language, Math and Reasoning

- Ability to read, analyze and interpret documents such as safety rules, operating and maintenance instructions and procedural manuals. Ability to write reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.
- Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurements, volume and distance.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

EDUCATION, EXPERIENCE, and TRAINING:

- No prior experience or training.

CERTIFICATES, LICENSES, REGISTRATIONS:

- The employee must have and maintain a valid driver's license

PRE-EMPLOYMENT SCREENING:

- The employee is required to take a pre-employment drug test and participate in a random drug testing program.
- This employee is required to take a pre-employment background check.

COMPUTER SKILLS:

- There are no specific requirements for this position.

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.

- The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.
- While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands to finger, handle or feel, reach with hands and arms, climb or balance and talk or hear.
- While performing the duties of this job, the employee is occasionally required to stoop, kneel, crouch, or crawl and smell.

VISION REQUIREMENTS

- Close vision (clear vision at 20 inches or less)
- Distance Vision (clear vision at 20 feet or more)
- Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point).
- Depth perception (three dimensional vision, ability to judge distances and spatial relationships).

WORK ENVIRONMENT - The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- This position works in an environment with a loud noise level. (Examples: jack hammer work, front row at a rock concert.)
- While performing the duties of this job, the employee is regularly exposed to wet or humid conditions; works near moving and mechanical part; is exposed to outdoor weather conditions including extreme heat; and is exposed to vibrations
- While performing the duties of this job, the employee is frequently exposed to fumes or airborne particles.
- While performing the duties of this job, the employee is occasionally exposed to toxic or caustic chemicals.

Note: Nothing in this job specification restricts management's right to assign or reassign duties and responsibilities to this job at any time. Critical features of this job are described under various headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. The above statements are strictly intended to describe the general nature and level of the work being performed. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of employees in this position.

I have read and understand the duties of my position:

Print Name: _____ Date: _____

Signature: _____