



## POSITION DESCRIPTION

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<u>TITLE:</u>	Train Conductor
<u>DEPARTMENT:</u>	Niabi Zoo
<u>SUPERVISOR:</u>	Maintenance Superintendent
<u>FLSA:</u>	Non-Exempt
<u>EMPLOYMENT STATUS:</u>	At-Will

### **BASIC FUNCTION:**

This position contributes to the success of Niabi Zoo by operating the train in a professional and friendly manner. Under general supervision performs a variety of duties to provide a fun and enjoyable train ride at the Zoo. The employee receives continuing or individual assignments from the supervisor including train operations, safety and customer service. This position is under direct supervision of the Maintenance Superintendent, but also may take direction from the Manager On Duty in certain situations.

This position promotes and fulfills the zoo's mission by performing the daily operations throughout areas of Niabi Zoo. These particular areas and the staff who service them are the main points of contact for all zoo visitors and staff should seek to provide clear, consistent and direct zoo related information and general assistance with exceptional customer service.

### **PRIMARY DUTIES AND RESPONSIBILITIES:**

- Must be capable of regular and predictable attendance at a specified location in order to perform assigned tasks.

#### **Train Conductor**

- Collect tickets and oversee loading/unloading of train passengers.
- Operate the train ride in a safe and enjoyable manner, including monitor passenger behavior to ensure safety.
- Inspect train and tracks on a regular basis and notifies maintenance staff of any irregularities.
- Ensure cleanliness of train and depot on a continual basis.
- Respond to inquiries from coworkers and provides assistance as needed.
- Engage guests in a friendly and positive manner, while providing excellent customer service to guests at all times.
- Provides information to guests including, but not limited to: zoo hours of operation, prices/fees, regulations, programs, exhibits, special events, classes, directions, lost and found items and zoo animal collection.

- Assist with train ride loading, unloading and operations as needed.
- Perform other related duties as assigned.

#### POSITION REQUIREMENTS AND SPECIFICATIONS:

##### **Education, Experience, & License Requirements**

- Must have a High School diploma or working towards one.
- Must be at least 16 years of age.
- Must have a valid driver's license.

##### **Competency and Knowledge Requirements**

- Must have excellent communication skills.
- Must have the ability to multitask
- Must be dependable, courteous and able to work with people of all ages.
- Strong interest in/commitment to conservation, animals, and the natural world.
- Ability to educate guests on a variety of topics pertaining to the Zoo.
- Knowledge of departmental practices, policies, and procedures.
- Ability to establish and maintain effective working relationships with staff, Rock Island County Forest Preserve District representatives, volunteers, dignitaries, and the public.
- Ability to be an effective decision-maker and problem-solver.
- Strong interpersonal and communications skills, including verbal, written, and listening skills.
- Strong observation, analytical and organizational skills and abilities.
- Must be flexible, cooperative, and able to adapt easily to shifting priorities.
- Must be willing to work nights, weekends, and holidays as needed.
- Ability to perform duties in occasionally unpleasant surroundings

##### **Physical Requirements**

Position involves the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces, and lifting or carrying moderately heavy (20-50 pound) items and occasionally very heavy (100 pounds or over) items; or may involve the complex operation of gasoline, electric, or diesel-powered machinery or shop equipment requiring the manipulation of multiple controls, fine adjustments or both; or the sustained operation of items such as a keyboard or adding equipment.

##### **Environmental requirements**

Position may require frequent exposure to adverse environmental conditions.

##### **Sensory Requirements**

Position requires color perception and discrimination. Position requires sound perception and discrimination. Position requires taste perception and discrimination. Position requires odor perception and discrimination. Position requires depth perception and discrimination. Position requires texture perception and discrimination. Position requires visual perception and discrimination. Position requires oral communications ability.