



FREDERIK MEIJER Gardens & Sculpture Park

JOB POSTING – TRAM ASSISTANT

Department: Guest Services

Supervisor: Guest Services Manager

Pay Type: Hourly, Part-time, Seasonal, Non-Exempt

Date Posted: April 30, 2021

Job Description: Oversight of all tram functions ensuring excellent customer service to create the “best in class” guest experience. **Schedule will include frequent weekends. This position is seasonal May through October.**

Essential Functions:

- Oversee staff and/or volunteer drivers and narrators
- Assist with the usage of the Kids Tram
- Oversee tram ticket sales which includes cash handling
- Training and scheduling of staff and volunteers for all operations of the tram
- Responsible for keeping tram database up to date and accurate with scheduling and contact information
- Ensure cleaning guidelines are met
- Monitor Cook Transportation Center, tram, and Cook Transportation Center office as daily changes are needed; communication and logistic needs
- Assists with coordinating tram usage with all departments for special events and tours

Organizational Expectations:

- A flexible and collaborative culture is important. Other duties may be assigned within the department as well as across the organization.
- Embrace and adhere to Meijer Gardens’ mission, brand statement, operating model, policies, procedures, and guiding principles with a strong emphasis on professional behavior and the treatment of others with dignity and respect.
- Embrace the fact we are a non-profit institution that serves the public and that you will work with a broad and diverse group of employees, volunteers, members, and guests.

Education and/or qualifications preferred:

Education: College degree preferred

Experience: Emphasis in travel, logistics and or retail sales. Transportation or dispatching a plus

Specific Skills: Strong customer service, knowledge of Outlook, Excel and Word

Specialized knowledge, Licenses: Current Michigan Driver’s license with clean driving record

Working Conditions: Indoor office environment with outdoor work in varying weather conditions. Ability to speak continuously for 45-minute intervals. Occasional lifting of up to 75 pounds.

Apply online at <http://www.meijergardens.org/contact/careers/> or send your cover letter and resume to hr@meijergardens.org.

Frederik Meijer Gardens & Sculpture Park is an Equal Opportunity Employer.

All candidates are required to submit to our background and drug screening process.

Frederik Meijer Gardens & Sculpture Park promotes the enjoyment, understanding and appreciation of gardens, sculpture, the natural environment and the arts.