



FREDERIK MEIJER Gardens & Sculpture Park

JOB POSTING – TRAM ASSISTANT

Department: Guest Services

Supervisor: Guest Services Manager

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

Date Posted: February 27, 2020

Position Schedule: March - November

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

Essential Functions:

- Oversee staff and or volunteer drivers, narrators, docents.
- Assists 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.
- Manage bi-weekly deep cleaning of tram.
- Monitor Cook Transportation Center, tram, and Cook Transportation Center office as daily changes are needed; communication and logistic needs (signage, schedule of trams, trash removal, etc...)
- Assists with coordinating tram usage with all departments for special events and tours.
- Track monthly actuals to revenue goals.
- Other duties as assigned by Manager of Guest Services.

Organizational Expectations:

- 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. Budget development with attention to detail. 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.

If you are interested in working for one of West Michigan’s premier cultural institutions and with a highly-motivated team...
send your resume to hr@meijergardens.org or apply online at <http://www.meijergardens.org/contact/careers/>.

Frederik Meijer Gardens and Sculpture Park is an Equal Opportunity Employer.
All candidates are required to submit to our background and drug screening process.