



EMPLOYEE JOB DESCRIPTION

TITLE: Transport Driver
DEPT: Visitor Experience
REPORTS TO: Director of Visitor Experience
FLSA STATUS: Part-time, Non-Exempt, availability up to 30 hours a week

SUMMARY OF RESPONSIBILITIES:

Provide safe, efficient transport to visitors, utilizing the museum's multi-passenger vehicles. Facilitate visitor engagement, connecting visitors to HMG's collections and encouraging visitors to explore, discover, and learn together. Adhere to HMG policies and procedures while facilitating a safe and positive experience for museum visitors during regular visitation, public programming, and private events.

POSITION REQUIREMENTS:

1. The position of Transport Driver is a part-time, non-exempt, at will position; availability from April-October and during Gardens Aglow is expected unless otherwise authorized by the Director of Visitor Experience. You must be able to attend all mandatory training sessions, both prior to opening and throughout the season, unless otherwise authorized.
2. Must have a valid Massachusetts driver's license, and attend and pass the in-house vehicle operation training program.
3. Must have exceptional customer service skills, commitment to teamwork, excellent communication and strong interpersonal skills.
4. Must enjoy working with all members of the public, including children and families, and be comfortable facilitating visitor learning experiences.
5. Must be willing to work outdoors for the majority of your scheduled shift, including in uncomfortable weather or conditions.
6. Must provide a minimum of two shifts per week. Weekend work required as scheduled.
7. Must work a minimum of 22 hours for special events throughout the season, including evening events, and must provide availability for availability for both nights of the Sandwich Halloween Festival.
8. Must provide a minimum of 16 shifts for Gardens Aglow, including either dates adjacent to Thanksgiving and Christmas.
9. Must be able to lift 30 pounds unassisted and be seated for extended periods of time, often the majority of your scheduled shift.
10. Must be comfortable with and willing to operate two-way radios and exhibit technology (television screens, video players, iPads, etc.) as necessary.
11. Must be able to count attendance, perform simple mental math, and track statistics.
12. Must be able to exercise sound judgment, abide by and enforce procedures, and be able to take initiative quickly to resolve security or safety issues while remaining calm and clear-headed. Requires the ability to respond quickly to sounds and to see and respond to dangerous situations.
13. Must be at least 18 years of age and complete the certification training to operate a carousel.

SPECIFIC RESPONSIBILITIES:

1. Welcome visitors and assist them with accessing museum resources. Provide directional services to visitors and orientation information about galleries and gardens. Effectively answer visitor questions and be able to direct them to where they can

gain further information on the museum's mission, history, collections, and exhibits. Understand HMG's unique appeal to various visitor groups. Understand and identify needs of visitors with mobility challenges.

2. Provide a safe experience to visitors on the transport vehicle by remaining calm and attentive, maintaining a slow, appropriate driving speed, being responsive to pedestrian and vehicle traffic, and following all other "rules of the road" delineated in the Transportation Policy and Procedures document.
3. Clearly, accurately, and proactively share transportation procedures with visitors, encouraging safe and efficient travel while providing a positive visitor experience. Effectively exercise sound judgment in response to visitor needs or feedback, and appropriately respond to situations regarding transportation procedures, deescalating if necessary.
4. Provide availability, during shortened 5-6 hour shifts, to cover other Visitor Experience positions during daily lunch breaks at minimum once per week. Lunch break coverage includes maintaining attendance records and welcoming and assisting visitors in interpretive areas around the property.
5. Provide availability to cover 6-8 hour interpretive shifts as needed. When covering an interpretive shift, use appropriate techniques to provide engaging visitor interactions that connect multi-generational audiences with exhibit and garden content.
6. Work with Visitor Experience Coordinators, Leads and staff, Retail staff, and Security staff to collaboratively assess and meet visitor needs on transport and provide a uniform visitor experience that is efficient and in-line with the established transportation procedures.
7. Understand, follow, and enforce HMG policies and procedures, including health and safety guidelines, to ensure the safety of museum staff, visitors, facilities, and collections, engaging with Security staff as necessary.
8. Immediately report any issues with vehicles discovered as part of pre-trip checks or during operation to Maintenance staff and to the Director of Visitor Experience. Carry out required cleaning duties as outlined throughout the day.
9. Respond appropriately to visitor questions, comments, and concerns. Communicate visitor feedback using appropriate channels (Daily Log, Whiteboards, Morning Meetings, Leads, Director of Visitor Experience, etc.).
10. Project a positive image, serving as an ambassador for the museum both at HMG and while out in the public.
11. Participate in mandatory pre-season and ongoing trainings to learn new content and hone customer service techniques.
12. Attend all Morning Meetings on days scheduled and all recurring monthly staff meetings to stay current in good museum practices, effectively share information, foster good working relationships, provide feedback and insights, and learn information regarding the museum's daily and weekly events in order to communicate accurately with visitors.
13. Assist with daily operation needs (such as materials preparation, Wetu exhibit set up and break down, facilitation, etc.) and public program and special event duties as required.
14. Perform all other duties as assigned by the Director of Visitor Experience, Visitor Experience Coordinator, Visitor Experience Lead, Admissions and Database Coordinator, Admissions Lead, Chief Program Officer, or President & CEO.