



Trolley Driver Job Description

Direct Supervisor: Deputy Director

Trolley drivers are responsible for safely transporting guests around a beautiful historic estate and contribute to an outstanding customer service experience. Trolley drivers are often the first point of contact for Castle in the Clouds guests and are a vital part of the facilities team. Part time work available 7 days a week and some evenings.

Essential duties and responsibilities include, but are not limited to:

- Safely transporting Castle in the Clouds guests and team members around the grounds, to and from various buildings & parking lots on the property, in addition to occasionally transporting guests across the property during large events, and to and from the motor coach parking area.
- Completing a trolley pre-trip check at the beginning of each shift to check for damage to any vehicles, oil and gas levels, tire pressure, etc. and reporting any defects or concerns to the Deputy Director, Director of Visitor Experience or Manager on Duty.
- Driving trolleys off property to fill with gas as needed and delivering receipts to the Deputy Director.
- Cleaning the interior and exterior of the trolleys.
- Communicating clearly with all team members to ensure a safe, smooth and positive experience of guests.
- Greeting guests upon arrival and inquiring about their experiences as they are departing.
- Collecting basic survey data from guests as requested by Director of Visitor Experience.
- Providing concierge level customer experiences by going above and beyond: answering questions, helping guests on and off the trolleys, providing umbrellas from door to door on rainy days, assisting guests with mobility issues while making sure they feel comfortable and welcome.
- Additional tasks may be assigned by the Deputy Director, Executive Director or Manager on Duty.

Qualifications: 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, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience

- High school diploma or at least 3 months related experience

Skills/Abilities

- Excellent communication skills
- Excellent customer service skills and sense of public relations
- Strong time management skills with the ability to adhere to the trolley schedule
- Ability to maintain a professional demeanor at all times
- Ability to learn quickly and execute directives efficiently
- Ability to work independently or with team members in a fast paced environment

Other Qualifications:

- Must have a valid driver's license, clean driving record AND passenger endorsed CDL
- Must be able to stand and sit for extended periods of time and maneuver in and out of the trolleys

Employment Type: Part time, Seasonal

Starting Pay: \$15 an hour

Interested applicants should send a resume with references to: Castle in the Clouds Attn: Deputy Director, PO Box 687 Moultonborough, NH 03254 or email to deputydirector@castleinthecLOUDS.org