



Trolley Driver Job Description

Direct Supervisor: Visitor Services Manager

Category: Part Time

FLSA Status: Non-exempt

Pay Type: Hourly

Pay Starting at: \$22+

Schedule: Part time, Seasonal

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

Qualifications: 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
- Must have valid Driver's License, clean driving record
- Must have already obtained a passenger endorsed CDL

Skills/Abilities

- Strong communication skills
- Excellent customer service skills and sense of public relations
- Time management skills as it applies to adhering to our 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
- Must be able to stand and sit for extended periods of time and maneuver in and out of the trolleys

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 transporting event guests across the property during large events, and to and from the various parking areas
- 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 Manager/Director on Duty
- Driving trolleys off property to fill with gas as needed and delivering receipts to the Visitor Services Manager
- 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
- 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
- May be required to dress up for special events
- Additional duties may be assigned by management

Interested & qualified applicants should email a resume with references to: visitorservices@castleinthecLOUDS.org
-or- mail to Castle in the Clouds Attn: Visitor Services Manager, PO Box 687 Moultonborough, NH 03254