



Position Title: Taltree Railway Garden Train Operator | **Location:** Taltree Railway Garden

Summary of position: Taltree Railway Garden Train Operators help maintain the tracks and vignettes, operate the Taltree Railway Garden G-scale trains, and answer the public's questions about the trains in operation.

Reports To: Director of Exhibits and Special Projects & Community Relations Manager

Supervises: n/a

Contacts: Guests, volunteers, staff

Essential Responsibilities:

- Work as part of a team to add to guests' experience by sharing details about the trains and G-scale railroad system
- Maintain the vignettes, operate trains, and notify staff if any problems occur
- Answer guests' questions about the trains and the Taltree Railway Garden in general- Questions about plants should be directed to Taltree's Horticulture staff

Experience: Experience in operating model railroads can be helpful, although not required

Knowledge/Skills/Abilities: Railway Garden Train Operators should have a friendly attitude, good communication skills and the ability to answer guests' questions. Before running trains, volunteers must be comfortable with their operation and understand the significance of the plant collection. Close toed shoes are required when out on Taltree grounds.

- Professional in appearance and manner; comply with the Volunteer Dress Code
- Energetic and outgoing personality
- Provide distinguished customer service.
- Able to deal with the public in a friendly, diplomatic and empathetic manner.
- Embrace the fact we are a non-profit institution that serves the public and be willing to work with a broad and diverse group of associates, volunteers and general public.
- Ability to exercise tact, friendliness and good public relations with guests under all circumstances

Screening Process: Volunteer Information Form → Volunteer Welcome → Personal interview w/Director of Exhibits and Special Projects

Training: New volunteers must attend a Volunteer Welcome session. Specialized training for Railway Garden Train Operators will be taught on site by Taltree staff and experienced volunteers (Team Leaders).

Time Commitment: Volunteers will work as part of a team and maintain their designated section on one specified day per week. Shifts will rotate every month and the Community Relations Manager will work with volunteers on creating an appropriate schedule. Because specialized training is involved, volunteers should commit to a minimum of one season of operation (May-October). Taltree's Railway Garden is open from 9am-5:30pm, seven days a week. Volunteer shifts will run for half of the day.

Physical and Mental Demands

JOB TITLE: Taltree Railway Garden Train Operator

PHYSICAL DEMANDS	Continuous Over 70%	Frequent 40%-69%	Occasional 15%-39%	Rare Up to 15%
Walking	X			
Bending		X		
Climbing		X		
Standing	X			
Carrying			X	
Pushing/Pulling			X	
Crouching		X		
Lifting/Lowering 1-15 lbs.			X	
15-30 lbs.				X
30-50 lbs.				X
Over 50 lbs.				X
Fine Hand/Eye Coordination		X		
Color Discrimination			X	
Hearing Acuity		X		
Exposure to Chemicals				X
Exposure to Bio Hazardous Material				X
Other:				

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MENTAL DEMANDS	Continuous Over 70%	Frequent 40%-69%	Occasional 15%-39%	Rare Up to 15%
Concentration on Detail	X			
Attention Span of 1+ hours on a task		X		
Ability to Remember multiple tasks	X			
Oral Communication	X			
Written Communication			X	

I have reviewed and I understand the opportunity description highlighted above.

Signature

Date