

Job Description: Denver Trolley: 2020 Trolley Operations Supervisor (1 Full-Time Seasonal position)

Title: *Trolley Operations Supervisor*

Reports To: *Operations Committee Manager on Call (OCMC)*

Location: *The base of operations is the Denver Trolley northern terminus in Confluence Park in downtown Denver (adjacent to the REI flagship store; approximately 1400 Platte St., Denver, CO 80202). Staff may be assigned to work on the Trolley, at various locations along the Trolley line, or at other off-line locations. The ability to work outdoors in varied conditions as well as on and around the trolley and other machinery is required.*

Pay: *\$18.00/hour (no benefits)*

The Denver Tramway Heritage Society is a 501(c)(3) membership-based, non-profit organization that operates the Denver Trolley (DT) along Denver's South Platte River between Confluence Park and Old West Colfax Avenue. The Trolley is managed, operated and maintained primarily by volunteers. The regular 2020 operating season is from Thursday, May 21, (Memorial Day weekend) through Monday, September 7 (Labor Day), in addition to special operations. This is a full-time, seasonal position (during the DT's regular riverfront operating season).

OPERATING DUTIES (Same as Trolley Staff; To Be Performed by Trolley Operations Supervisor in Addition to Supervisory Duties)

1. Safely completing all tasks connected with startup, operation, and shutdown of the trolley including passenger boarding, riding, and disembarking.
2. Public outreach (marketing) and ticket sales at DT stops along the line, including cash sales and credit card sales using a "Square" credit card reader (for use with smartphones).
3. Completing "start-up tasks" prior to first Trolley trip of the day to include:
 - a. Setting up signage and items related to ticket sales (e.g. canopy, table, chairs, signage, etc.) at selected stops along the line before each day's operations.
 - b. Readying the Trolley for operation, including but not limited to: starting engine, performing safety checks, and checking that equipment is in place and operating properly, and monitoring fuel level and alerting designated operating authorities when additional fuel is required.
 - c. Cleaning the Trolley car before each day's operation.
 - d. Sweeping the boarding platform at the Confluence Park station.
4. Completing "end of day tasks" after the final Trolley trip of the day including but not limited to:
 - a. Retrieving and storing signage and other items related to ticket sales.
 - b. Shutting down and securing the Trolley.
 - c. Reconciling and recording ticket sales and cash received.
 - d. Completing daily paperwork (Daily Trip Report and Daily Deposit Slip) and depositing the daily receipts in the safe.
 - e. Reporting to Operations Committee Member on Call any items in need of repair or maintenance.
5. Serving as the Motorman or Conductor to operate the Trolley car when volunteers are not available.
 - a. Motorman is responsible for safely starting, operating and stopping the Trolley.
 - b. Conductor is in overall charge of the operation of the Trolley and delivers an historical narrative to the passengers during the trip.
 - c. All operations will be conducted in accordance with the latest version of the Denver Trolley Operations Manual.
6. Other duties as assigned. Examples could include, but are not limited to:
 - a. Operating charter trips with the Trolley in the hours immediately before/after normal public operations. Charters will generally be scheduled between 10:00 and 11:00 a.m., and 5:30 and 6:00 p.m.
 - b. Other marketing or public relations efforts.

SUPERVISORY DUTIES

In general, the Trolley Operations Supervisor will take responsibility for keeping the Trolley operation running as smoothly as possible, ensuring that all facets of the operation are ready for operating days, communicating with the OCMC about issues or needs, and dealing with problems both proactively and on-site.

1. Serving as point-of-contact between on-site staff and volunteers, and the day's designated OCMC
2. Ensuring that Staff completes "start-up tasks".
3. Managing responsibilities of staff on duty to support volunteers and create safe and efficient operations:
 - a. Assigning starting and ending time to Trolley Staff to adjust for daily operations with and without morning and/or evening charters.
 - b. Coordinating both volunteers and paid staff in the daily operation of the trolley, ensuring that certified volunteers are given first priority in serving as motorman/conductors.
 - c. Assigning staff to sell tickets at REI and/or Children's Museum or perform other tasks when volunteers are present, as volunteers will generally serve as Motormen and/or Conductors.
 - d. Assuring that staff rotates responsibilities: Operating, Conducting, Selling Tickets.
 - e. Coordinating Trolley staff and volunteer lunches and breaks.
 - f. In conjunction with the OCMC, deciding whether to suspend and resume operations due to inclement weather.
4. Supervising operating day business tasks:
 - a. Assuring that appropriate cash is on hand for each day's operations, which in limited instances may include obtaining change from REI or Starbucks at REI.
 - b. Ensuring proper distribution and collection of tickets and cash from all staff and volunteers.
 - c. Completing daily paperwork (Employee Time Sheet, Daily Trip Report and Daily Deposit Slip) and depositing the daily receipts in the safe.
 - d. Ensuring that at least two staff members and/or volunteers are present during all cash reconciliation processes.
 - e. Accessing and securing the safe as needed.
5. Completing the following tasks as needed:
 - a. Training new volunteers and staff in off-trolley duties, when specifically assigned to do so by an OCMC.
 - b. Informing Trolley staff and volunteers of scheduled charters and group reservations, including the specific instructions for each. Ensuring that procedures are followed on scheduled charters and group reservations, including staff introducing themselves to contact person and collecting payment as required.
 - c. Notifying the OCMC the same day that any of the cans of fuel are added to the trolley fuel tank.
 - d. Approving Employee Time Sheet entries on a daily basis.

SCHEDULE

1. Full-time position (40 hrs. per week).
2. Working days are Thursday through Monday (5 days per week).
3. Work shift is 8 hours per day, not including a half-hour lunch break. The workday will generally begin at 9:30 a.m. and end at 6:00 p.m.
4. Some additional flexibility in start/finish times may be required on occasion to accommodate special operations.
5. Operating season begins Memorial Day weekend (Thursday, May 21, 2020) and ends on Labor Day (Monday, September 7, 2020). Applicants should be available for the entire operating season unless alternate arrangements are made prior to accepting employment.
6. Paid, on-site training will be provided. The training schedule will be determined in consultation with applicants. Successful applicants will be required to pass a certification exam upon completion of training in order to assume their duties.

APPLICANT REQUIREMENTS

1. Applicants should have supervisory experience.
2. Applicants must be at least 20 years of age.
3. Applicants must be in good health and in sound physical condition.
4. Applicants must possess a valid automobile driver's license to verify vision and the ability to operate a vehicle.
5. Applicants must be able to lift and carry 25-pound fuel cans and empty them into Trolley fuel tank.
6. Applicants must be able to climb up and down the trolley steps multiple times each day when boarding/alighting from the Trolley and must be able to assist passengers into and out of the car.
7. Dress code: applicants must present a neat and clean public appearance and will be required to wear the standard DT Operator's uniform specified in the DT Operations Manual (black or navy pants or knee length shorts, white uniform

shirt, black or navy socks, black shoes plus Motorman's hat). Note that the DT will provide the hat and two uniform shirts; other items are the applicant's responsibility.

8. Other equipment: applicants must have a working cell phone in their possession while on duty.
9. The Denver Trolley is an alcohol, drug and tobacco free workplace and by accepting employment, applicants agree to undergo drug and/or alcohol testing upon request.
10. Applicants will be subject to a background check through the Colorado Bureau of Investigation.

OVERTIME

1. Overtime is expected to be minimal, but will be paid at the rate of 1.5 times basic wage for hours in excess of 40 per week.
2. Overtime is not paid on holidays.

SUPERVISION

Trolley Operations Supervisor will be supervised by and have ready access to an OCMC, but this person will not be on-site during most operating hours. Applicants are expected to perform their duties responsibly and with a minimum of supervision.

To apply:

Please submit a resume and cover letter to jobs@denvertrolley.org.