



**Our Vision:** To be the “must experience” venue that uses New Zealand’s heritage, Kiwi ingenuity, transport, technology, and the associated stories in a creative and interactive way to educate and inspire the innovators of tomorrow.

- KIA WHAKATŌMURI TE HAERE WHAKAMUA -

**Position:** Tram Operator – Conductor or Motorman

**Reports to:** Collection Operations Coordinator

## PURPOSE OF THE ROLE

As a Tram Driver at MOTAT you will operate a safe and efficient tram service between the MOTAT sites. Your delivery will engage visitors in way that enhances their experience of the Museum, helping build an appreciation of Kiwi transport, technology, ingenuity, and the associated stories MOTAT shares.

## RESPONSIBILITIES

- Provide a high-quality visitor experience to MOTAT’s tram passengers, representing the Museum in an engaging and professional manner.
- Contribute to a welcoming environment for the visitors on the trams, providing an informative, educational and engaging experience. Provide brief talks about the tramway to school groups and students as necessary.
- Ensure the tram service runs on time each day to the specified timetable or as required for operational purposes, announcing all stops, and giving a brief overview of what is happening on each site.
- All procedures and processes must be followed and adhered to correctly and efficiently. All required paperwork and H&S documentation must be completed in full and correctly by the end of each shift.
- Ensure all safety inspections are undertaken prior to operations, and that the trams are neatly presented to a high standard.
- Proactively assist visitors with their large personal belongings, including prams, pushchairs, and walkers.
- Attend all training sessions, briefings, and tramway operational meetings.
- Follow all emergency procedures in accordance with the overall Museum Emergency Response policies and procedures.
- Follow all museum policies and procedures, including, but not limited to Health & Safety and the Museums Aotearoa’s Code of Ethics.
- Undertake any other reasonable duties as may be required from time-to-time to ensure that MOTAT’s business objectives are met.

***Be deemed capable and hold the licence of one or more of the following areas; progression and pay grade is, in part, based on the competencies and ability to operate in each of these areas.***

#### **GRADE 7: CONDUCTOR / IN DRIVER TRAINING / UNDER SUPERVISION**

- Competently and actively conduct on the trams in our tramway operation, offering a high level of attention and engagement to our visitors, and a high level of support to the tram driver.
- Conductors must ensure tickets are issued to visitors and team members when using the trams.
- Conductors may wish to undertake driver training, at which point on the job training will be provided.

#### **GRADE 8: TRAM DRIVER (MOTORMAN) – MELBOURNE TRAMS**

- Competently drive the trams in our tramway operation, offering a high level of attention and engagement to our visitors.
- Hold relevant licenses on any of the below trams.
  - Airbrake Trams (248, 257, 321, 893, 906, 1032, 1808)

#### **GRADE 9: TRAM DRIVER (MOTORMAN) – HERITAGE TRAMS**

- Competently drive the trams in our tramway operation, offering a high level of attention and engagement to our visitors.
- Hold relevant licenses on any of the below trams.
  - Heritage Airbrake Trams (11, 135)
  - Handbrake & Rheostat Trams (44,47,301)
  - Steam Tram Motor (100)

#### **GRADE 10: TRAM DRIVER (MOTORMAN) TRAINER**

- Licenced tram drivers may wish to become a Tram Driver Trainer of the Melbourne tram fleet, at which point on the job training will be provided.

#### **GRADE 10: HERITAGE TRAM DRIVER (MOTORMAN) TRAINER**

- Licenced heritage tram drivers may wish to become a Heritage Tram Driver Trainer of the heritage tram fleet, at which point on the job training will be provided.

### **KEY PERFORMANCE INDICATORS**

- Demonstrated safe operation.
- Timely and accurate completion of all paperwork.
- Excellent time keeping and high standards of personal presentation.
- Positive visitor feedback.
- Presentation of the tram.
- Ability to communicate with internal and external visitors.
- Maintain knowledge on MOTAT events and promotions.

## KEY RELATIONSHIPS / DELEGATED AUTHORITY

<b>Responsible for:</b>	n/a
<b>Internal Liaison:</b>	Collection Operations Team, Visitor Services Team, Public Programmes Team, Health & Safety Team & Wider MOTAT Team.
<b>External Liaison:</b>	Museum visitors, Training and Compliance organisations

## BUDGETARY AUTHORITIES

\$0

## SKILLS & EXPERIENCE

- Relevant Licence/s (desirable).
- Experience driving a tram (desirable).
- Full operational training will be provided.
- Demonstrated high level of customer service skills in a busy and diverse environment.
- Experience dealing with a diverse customer base across a variety of cultures and ranging in age from children through to adults.
- ServiceIQ Visitor Services qualification required; training will be provided.

## OUR VALUES

### Ō MĀTUA UARA

<b>Innovation</b>	We will be courageous and try new things.
<b>Collaboration</b>	We will work as a team that respects and supports others.
<b>Integrity</b>	We will act ethically and with respect and transparency.
<b>Sustainability</b>	We will foster knowledge and promote technology that is beneficial to our community.

This document covers the broad results expected from the position and will form the basis of specific objectives to be agreed and reviewed on a regular basis