

## POSITION DESCRIPTION



**Position:** City View Trolley Driver  
Visit Rapid City

**Reports to:** Director of Operations

**Department:** Admin

**Date:** March 2023

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### **Role Description:**

Drive trolleys in a safe manner for a variety of tours including city tours, shuttles, and private charters. Help maintain safe and clean trolleys, do required inspections and paperwork. Narrate tours from provided scripts if necessary.

### **Job Classification:**

Regular – Part Time

### **Job Duties:**

- Safe operation of the trolley in all weather conditions
- General knowledge of Rapid City, to include attractions and events
- Public speaking ability. Narration of tours from provided scripts if necessary
- Adherence to published schedule
- Maintain working knowledge of streets, current routes, as well as fare structure
- Safety of passengers, ability to operate trolley wheelchair lift, proper securement of mobility devices, emergency exits
- Provide assistance to persons with disabilities while boarding/deboarding trolley
- Pre-trip and post-trip inspections of trolley for each tour
- Clean trolley before and after tours (mop, windows, brass, empty trash, wash outside as needed)
- Fuel trolley after tour (even if tank is not empty)
- Complete all paperwork and provide to supervisor in timely manner
- Maintain necessary licensing and training certifications to meet city, state, and federal requirements
- Take required drug and alcohol screenings
- Put appropriate signage/decorations on the trolley for charters
- Enjoy working with and sharing ideas with fellow drivers and Visit Rapid City staff
- Attend and participate in staff meetings and training programs as assigned
- Ability to control difficult situations with the public
- Always present a positive view of Rapid City, Visit Rapid City and City View Trolley. Display strong public relations skills
- Ability for flexible work schedule and on call availability
- Arrive at least 1 hour prior to scheduled tour time
- Performs other duties as directed and required

### **Essential Job Functions:**

- Must be able to speak clearly and communicate effectively, courteously and with a professional manner
- Must be able to lift and carry objects up to 20 pounds regularly, 50 pounds on occasion
- Must be able to sit, stand, walk, kneel, crouch, or crawl
- Must be able to hear and see
- Must be able to stay alert at all times
- Must have vision abilities including close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

**Minimum Qualifications:**

- Valid CDL Driver's License with A, B, or C Endorsements, P=Passenger
- Clean driving record – no convictions within past 12 months
- Provide a valid medical examiners physical
- Must be at least 21 years of age
- Speak & read English well
- Must be physically able to perform job duties
- Must have excellent interpersonal communication skills and the ability to effectively develop and maintain strong working relationships across all age groups and organizational levels
- Ability to work varying hours as evening, early morning and weekend time may be required
- General knowledge of Rapid City and a desire to provide exceptional experiences for passengers

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the job duties.

**Education:**

High school diploma or GED preferred

**Experience:**

Experience operating vehicles which require a CDL Driver's License preferred

**Applicant Directions:**

Prospective candidates shall submit a resume via email to Ally Formanek at [ally@visitrapidcity.com](mailto:ally@visitrapidcity.com) or in person at 512 Main Street, Suite 240. For questions regarding the position, reach out to Ally Formanek via email or phone (605) 718-8492.