



# City View Trolley Driver - Visit Rapid City

**Role Classification:** Non-exempt, part-time

**Directly Reports To:** Director of Operations

**Department:** Administration

**Date Last Updated:** February 2024

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## Role Description Overview

The City View Trolley Driver is responsible for driving trolleys in a safe manner for a variety of city tours, shuttles, and private charters. This role helps maintain safe and clean trolleys and completes required inspections and paperwork.

## Key Qualifications

The City View Trolley Driver embodies a flexible, creative, and entrepreneurial spirit, showcasing a deep-seated passion for the mission, vision, and values of VRC. Demonstrating a capacity for safely driving CDL-required vehicles and strong customer service skills, it is expected that this role excels at operating the trolley and engaging with riders while holding a genuine connection to the community and values central to VRC's mission.

## Key Responsibilities

- Safe operation of the trolley in all weather conditions.
- General knowledge of Rapid City, to include attractions and events.
- Display strong public relations skills by presenting Rapid City, Visit Rapid City, and City View Trolley in a positive view.
- Maintain working knowledge of streets, current routes, and fare structure.
- Conduct pre-trip and post-trip inspections of trolley for each tour.
- Ensure cleanliness of trolley before and after tours.
- Ability to operate trolley wheelchair lift and properly secure mobility devices. Willing to aid passengers with disabilities while boarding/deboarding the trolley.
- Maintain necessary licensing and training certifications to meet city, state, and federal requirements.
- Performs other duties as assigned.

## Organizational Values Alignment

The City View Trolley Driver is expected to exemplify Visit Rapid City's organizational values as

follows:

- **Earn Trust** - Do what you say you'll do. Be respectful. Create a safe, inclusive workspace for all.
- **Adapt** - Embrace change. Be willing to pivot. Stay fluid. Stretch. Adjust for success.
- **Be Best-In-Class** - Execute thoughtfully. Hustle. Prioritize to maximize. Grow. Deliver knock-your-socks-off service.
- **Commit To Transparency** - Lead with honesty. Answer questions directly. Share information quickly. Display radical integrity.
- **Embody Passion and Positivity** - Share your passion. Have a ridiculously sunny attitude. Take pride in your work.
- **Communicate The Sh\*t Out Of Everything** - Don't let things fester. Be quick to clarify. Embrace friction. Stay open. Give others the benefit of the doubt.

## Role Requirements

Essential job functions required for this role are as followed:

- Ability to obtain and maintain a valid CDL driver license with A, B, C Endorsements, P=Passenger
- Ability to maintain a clean driving record
- Ability to communicate effectively and courteously in a professional manner
- Ability to narrate tour if necessary
- Ability to lift and carry objects up to 50 pounds on occasion
- Ability to lift and carry objects up to 30 pounds frequently
- Ability to sit, stand, and squat
- Ability to hear and see
- Ability to stay alert at all times
- Ability to be in attendance when scheduled and to arrive promptly for the start of the work day
- Ability to work flexible hours to include evenings and weekends
- Ability to pass a drug test
- Ability to submit to a background/credit check

## EEO Statement

Visit Rapid City provides equal employment opportunities to all Team Members and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by

federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.