



CUSTOMER SERVICE ASSISTANT

The Hills & Dales Estate Customer Service Assistant/Tram Driver will be responsible for transporting visitors back and forth from the Visitor Center to the house and garden in a safe, courteous, and responsible manner. The Customer Service Assistant will also assist in setting up and taking down for special events and will handle light maintenance duties to provide a high-quality customer experience. Perhaps most importantly, this position is responsible for securing the house, tram, and Visitor Center each evening.

TRAM DRIVER & CUSTOMER SERVICE (60%)

- Be pleasant and hospitable to all guests, making them feel warmly welcomed to the estate. Work to ensure they have a memorable experience.
- Transport guests from the Visitor Center to the house and garden and back. Use good judgement regarding inclement weather and driving speeds to maintain a peaceful and safe guest experience.
- Help customers in and out of tram. Assist wheelchair-bound guests as needed. Supply umbrellas and/or blankets to tram riders.
- Communicate regularly by radio with docent staff, visitor center staff, and garden staff to ensure quality customer experience.
- Coordinate with tour guides to make sure all guests are familiar with the call box.
- Open and prepare the tram for guests every day and then secure at the end of the day. This should include ensuring the tram is clean and presents the best possible image for all guests.
- During the warm months, proactively check the status of the watercooler at the Porte-Cochere. Replace cups and water as needed.

SPECIAL EVENT ASSISTANT (10%)

- Move furniture, exhibit cases, benches, and plants as needed for special events. This could include tables, chairs, projector, screen, sound system, and other items. Be knowledgeable about proper operation of technology and troubleshoot as needed.
- Maintain all table linens and ensure that they are labeled by size for easy use.
- Help make sure kitchen area is clean prior to all events, including the icemaker and refrigerator.
- Assist other staff members in setting up for outdoor estate events such as the annual Picnic in the Garden, Stories in the Garden, and Halloween. At Christmas, help with decorating the exterior and interior of the Visitor Center.

OPENING, CLOSING AND SECURITY (10%)

- Open, un-alarm, and prepare the Visitor Center for guests each day. This includes unlocking doors, checking room temperatures, and cutting on lights, music, and the film projector. Ensure the exterior of the Visitor Center is in good order.
- Make sure house is unlocked and unalarmed for tours on Saturdays and on all days when there is a skeleton garden staff.

- At the end of each day, secure the main house, greenhouse, garage, and kennel. This includes checking all doors, turning off all lights, and setting alarms. Also secure the Visitor Center to include locking doors, cutting off lights, music and the film projector. Once secure, set the alarm.
- In the event you are unable to secure the house or visitor center, coordinate proper closing with Visitor Center and garden staff.
- Ensure that all fire extinguishers and defibrillators are in good working order at all times.

MAINTENANCE (15%)

- Maintain tram/Jeep. Keep full of gas, check fluids and tires weekly, and record all maintenance in a logbook. Also, keep tram clean by wiping down seats, windows, and white surfaces to make a positive clean impression on all guests.
- Conduct weekly check of the Visitor Center and home to make sure there are not burned-out light bulbs, replacing as needed. Keep an appropriate inventory of bulbs on hand for replacements.
- Do light maintenance around the Visitor Center to keep the terrace and walkways looking nice, including cleaning benches, cleaning terrace drains, emptying trashcans, etc.
- Assist gift shop with disposing of trash/boxes and packaging when shipments arrive. Organize recyclables and help encourage recycling.
- When time allows, proactively look for and undertake maintenance projects, so the estate looks its best. Assist co-workers with storm clean-up and help with routine cleaning projects.

MISCELLANEOUS (5%)

- Proactively help Visitor Center staff with office projects. Examples include preparing mailings, filing, entering computer data, keeping up to date inventory of supplies, or working on a special project.
- Run errands as needed, including getting the mail from the foundation office, picking up supplies or rentals, disposing of non-recyclable items, etc.

REQUIREMENTS

This position requires a valid driver's license and a safe driving record. The employee will work 32 to 40 hours per week, with a Tuesday through Saturday schedule. Occasional evening work may be required. The position requires someone who takes initiative and proactively works to make the estate experience exceptional. The Customer Service Assistant will report to the Visitor Center Manager and the Executive Director but must work cooperatively with all staff to ensure all guests enjoy their visit.

PHYSICAL DEMANDS/WORKING CONDITIONS

To successfully perform the essential functions of this job, the employee must be able to drive a motorized vehicle and do moderate lifting (40 lbs). The job also requires pushing and pulling heavy objects including using a pallet jack and wheelchair. Periodically lifting objects above your head and using a ladder is also required. While performing this job, the employee may have to stand for long periods of time, regularly walk between distant destinations, and climb several flights of stairs.

TO APPLY

Please complete an application at the Visitor Center located at 1916 Hills and Dales Drive or send your resume and a list of three references to cwood@hillsanddales.org. Applications will be reviewed as they are received. For more information about the estate, visit www.hillsanddales.org. Hills & Dales Estate, a historic property of Fuller E. Callaway Foundation, is an Equal Opportunity Employer.