

Trolley Conductor - Job Description

The McKinney Avenue Transit Authority operates, maintains, and restores the M-Line fleet of vintage streetcars (trolleys) throughout the Uptown, Downtown and Arts district of Dallas, TX. The trolleys are near original, electric driven streetcars that run on a 4.5-mile track and carry passengers - commuters and visitors – year round.

Onboard the trolley, our conductors are the face of the M-Line Trolley. They are responsible for always maintaining a safe and orderly environment for passengers. This includes instructions on how to donate using our farebox or smart device, assisting passengers with any questions or concerns, and alerting passengers to upcoming and scheduled stops/stations.

This job provides on-the job training (paid) and certification to the ideal candidates.

ESSENTIAL FUNCTIONS OF THE JOB

- Oversee safe and orderly transport of passengers using provided safety equipment
- Reports any operating defects to Motorman (operator) as soon as noticed
- Provide public information to passengers concerning routes, schedules, area features, stops/stations, and connections with other transit agencies in the system
- Maintains clear and complete records, logs, and reports
- Performs all functions of the job in a courteous manner

QUALIFICATIONS

- Must be at least 18 years of age or older.
- Minimum High School diploma or GED equivalent desired,
- Must have legal authorization to work in the United States of America.
- Must submit to and pass all required DOT/FTA pre-employment, random, reasonable suspicion and post-accident drug and alcohol screens.
- Satisfactory reference check, background check, and drug/alcohol screens as required as a condition of employment.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- **Communication:** Conductors need to be able to communicate with other crew members in addition to being able to communicate effectively with passengers. Ability to effectively communicate using two-way communication devices as needed.
- **Customer service:** Conductors working on our trolleys help passengers who often have questions or concerns or otherwise need assistance. Being adept at handling passenger concerns is an important part of the job.
- **Stamina:** Conductors are on their feet all day, frequently on a moving trolley that will make frequent stops and starts.
- **Good hearing and vision:** Anyone working on the trolley needs to be able to hear warning signs, read and recognize signs, and to be aware of upcoming stops or potential safety issues.
- **Uniform:** Maintain neat appearance and respectful manner, always adhering to uniform guidelines.

- **Safety:** Complete knowledge of occupational hazards and safety precautions of the work, along with the ability to administer safe workplace rules and procedures to fellow employees. Assist passengers on/off the trolley using provided safety equipment.
- **Friendly Environment:** Ability to establish and maintain effective, harmonious, cooperative, and productive working relationships with supervisors and other employees and to deal with the public in a professional and courteous manner.
- **On-Time Performance:** Ability to report to work on time and perform the duties of the position per the assigned schedule. Ability to maintain accurate time sheets and submit them to the designated supervisor in a timely manner.
- **Work Environment:** Although a lot of the job is conducted onboard the trolley conductors need to be able to work in all types of weather. It's a very physical job, requiring the ability to lift, push, and pull various weights and be able to readily sit, stand, and climb. It is also important that conductors can distinguish colors to read signs.
- **Other:** Literacy in the English language with the ability to understand and carry out oral and written instructions, posted schedules, and ability to read and understand street maps/directions.

Pay: Discussed at Interview

Job Type: Full Time / Part Time

Shifts:

- Morning (Preferred)
- Evening (Preferred)
- Weekdays (Preferred)
- Weekends (Preferred)