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APPLY ONLINE AT: www.gatewayarch.com/employment

Tram Operations Supervisor, Gateway Arch

Mission			
Provide assistance in the areas of leadership and supervision with the direct responsibility for the safe, friendly, and efficient operation of the Gateway Arch Transportation System.			
Essential Outcomes			
<ul style="list-style-type: none">• Set the example to team members by always displaying an energetic, driven, enthusiastic attitude. Boost morale, promote teamwork, and ensure friendly interaction. Assist team members in challenging situations.• Provide world-class guest service and friendly interaction to groups, tourists and other guests to the Gateway Arch by assisting with frontline support for guest services and complaints, providing a friendly and welcoming greeting to guests, being courteous at all times, and addressing concerns from guests with disabilities or physical limitations.• Stay informed of products, services, and events at the Gateway Arch campus and other related venues.• Promote cross sales and inform guests of other events that are available on the Gateway Arch Riverfront campus.• Be aware of any situation that may influence the daily operation. This includes constant communication with team.• Always communicate effectively with team members by ensuring the daily production and distribution of communication pieces (i.e. Daily Java, shift briefing, policy updates) as assigned.• Make every effort to obtain operational goals and objectives on daily basis with Ticket Sales Supervisor• Collaborate with National Park Service staff members to resolve any operational issues. Watch for guests damaging exhibits. Report damage, burned out lights, safety hazards, and/or tramcar stoppages.• Ensure that daily, weekly, and monthly policies and procedures are followed including surveying exhibit area for damage, check time recording system, and conducting shift briefings.• Coordinate keeping work area clean—pick up trash, clean exhibit surfaces, clean glass surfaces, and report gum on the carpet or spills. Vacuum carpets as needed or at night.• Coach, guide, assist, coordinate, and supervise team members to continually exceed guest expectations. Document positive and negative attitudes, appearance, and job performance of tour guides. Assist management with evaluations for tour guides.• Ensure that security and emergency policies and procedures are followed including Code 3 and evacuation procedures.• Accountable for the performance of tour guides. This includes monitoring / modifying behavioral challenges and ensuring that tour guides follow current Standard Operating Procedures.• Recommend and provide input to management for staff training and development.• Assist management in keeping appropriate staffing levels consistent with visitation trends.• Attend meetings as needed.• Be a team player and promote cooperation. Treat others and their personal business with the appropriate levels of discretion and privacy. This includes refraining from gossiping and not promoting rumors.• Assist in implementation of policies and procedures affecting frontline staff.• Maintain policies and procedures to remain accurate with current practices.• Support decisions made by other members of leadership and demonstrate a positive attitude towards policies and procedures. Discuss any disagreements privately and present a unified leadership front to team.• Assist Ticket Sales Supervisor with opening and closing ticketing operations at the Gateway Arch by securing the vault, counting drawers, and balancing safe• Process deposits and exchange money with armored car service.• Provide information systems support to Arch staff, Agency IT Department, and external vendors.			
Knowledge, Skills, & Abilities			
Ability to motivate and lead others. Knowledge of customer service and/or hospitality skills. Ability to learn ADA accessibility requirements for the Gateway Arch Facility. Proven ability and knowledge of a Tour Guide or other hospitality/tourism related job. Ability to speak in front of large groups, to use modern telecommunications equipment including radios, telephones and microphones. Ability to stand all day and to climb many stairs repeatedly. Ability to tolerate a wide range of temperatures. Ability to communicate effectively with others. Ability to descend 1,076 stairs in an emergency. Ability to ride in a small capsule for 4 minutes and to work at the top of the 630-ft Arch. Ability to perform essential job tasks in a stress related environment. Ability to work within time constraints.			
Education		Experience	
Degree:	High School Diploma or GED required.	Years:	One to three years industry experience required. One year supervisory experience required.
Field:		Field:	Hospitality, tourism, & related field (if no supervisory experience, an industry related bachelor's degree will fulfill the requirement).

Position remains open until filled. Bi-State Development is an equal opportunity/ access / affirmative action/ pro-disabled and veteran employer. Bi-State Development is committed to providing an Equal Employment Opportunity experience for all employees, applicants, vendors and customers with an environment free of discrimination, harassment, and retaliation.