

Nevada State Railroad Museum

Volunteer Policies & Procedures



**Nevada Department of Tourism and Cultural Affairs
Division of Museums and History**

Welcome

Nevada's railroad history embraces America's westward expansion, the discovery of riches, and the grit to accomplish what to some was an impossible task. The Department of Tourism and Cultural Affairs through the Railroad Museum brings this history to visitors, school children, and anyone interested in enriching their educational experience.

Volunteers like you contribute thousands of hours of energy, intellect and enthusiasm. From helping out as a museum tour guide to operating our historic trains, your time and efforts go a long way to make the Nevada experience a memorable one.

Contribution of your time and talents adds to the success of our cultural and educational programs and is greatly appreciated.

Prior to volunteering at the museum, you are expected to know the content of this manual and to apply its contents to your activities at the museum.

“Volunteers don’t get paid, not because they’re worthless, but because they’re priceless.” – Sherry Anderson

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Authority

The Nevada State Railroad Museum is an agency of the Nevada Department of Tourism and Cultural Affairs, Division of Museums and History.

Authority for the Nevada State Railroad Museum to operate is found in NRS 381.004 and related sections.

Statement of Purpose

Railroad mainlines through Nevada traverse one of the most expansive, desolate, and hostile regions of the United States on their way between California and states to the east. Dozens of north-south mountain ranges extend across the breadth of Nevada. The railroads were threaded through this rugged terrain, across hundreds of miles of isolated, barren landscape devoid of water or fuel.

Nevada was almost uninhabited before its first railroad, the Central Pacific, was built. Between 1868 and 1905, however, half of the State's present county seats originated as railroad towns.

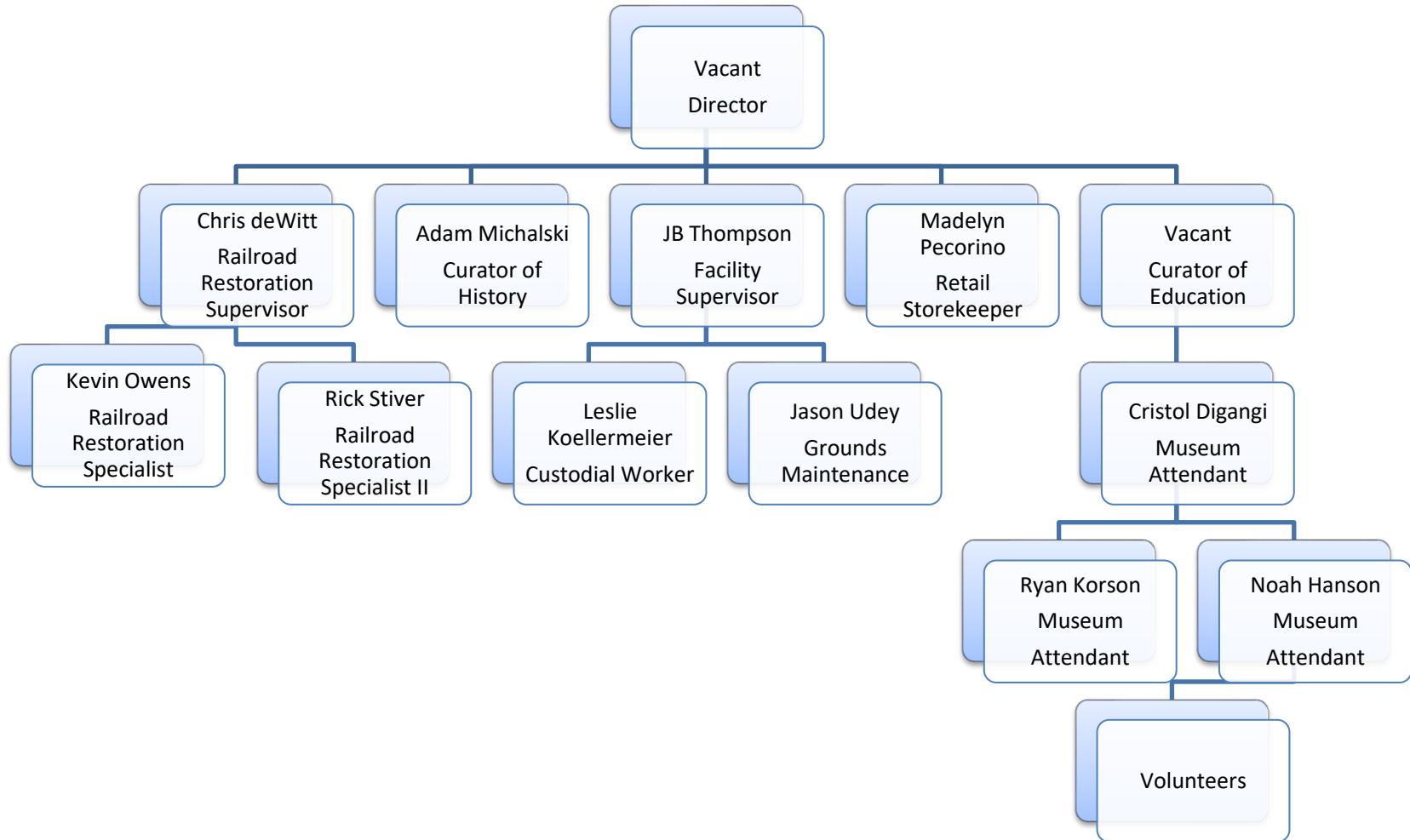
Most mining communities that lasted more than a few years – including the legendary Virginia City, Tonopah, and Goldfield – were connected with the outside world by short-line railroads. Communities at junctions between mainline and short-line railroads shared in the economic benefits of both.

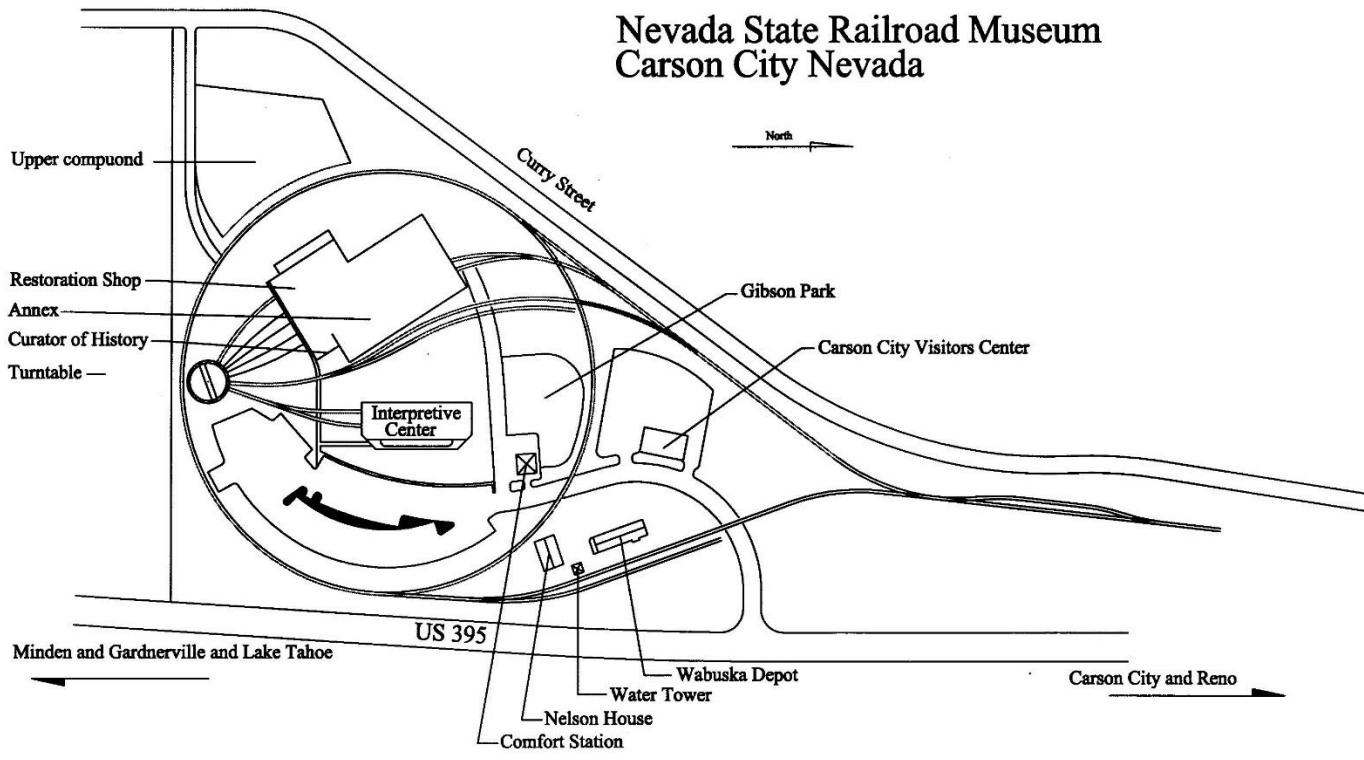
The Nevada State Railroad Museum is a cultural resource dedicated to educating the broadest possible audience about the contributions of railroads and railroading to the development of Nevada.

Our Mission

The Nevada State Railroad Museum is a cultural resource dedicated to educating visitors and the community about Nevada railroad history. This mission is accomplished through the collection, preservation and interpretation on significant locomotives, rolling stock, artifacts, photographs and memorabilia directly related to railroads and railroading in Nevada. In addition to static exhibits, select pieces of equipment in the collection are restored and operated throughout the year to demonstrate steam and early gasoline technology and provide visitors with a first-hand experience with railroad history through the sights, sounds and sensations of a train ride

Museum Organization Chart





Site Map

Revised April, 2018

Friends of the Nevada State Railroad Museum

The Friends of the Nevada State Railroad Museum was formed as a Nevada non-profit corporation under Chapter 81 of the Nevada Revised Statutes on December 31, 1984. According to the Articles of Incorporation, the specific and primary purposes for which the corporation is organized and operated are to establish a perpetual trust fund to assist in the support of the Nevada State Railroad Museum together with any other Nevada State Railroad Museum property, events, or activities reasonably related to it.

The general purpose for which the corporation is formed is to operate exclusively for general, charitable, and educational purposes.

The affairs of the Friends are managed by its nine-member Board of Trustees. Each member is elected for a term of three years, with three members elected annually. Regular meetings are held on the first Monday of the following months: February, April, June, August, October, and December. The October meeting is also the Annual Membership Meeting of the Corporation.

Volunteer Program

Volunteers are the core of museum work. The Nevada State Railroad Museum depends on the energies and dedication of many talented volunteers to provide the services necessary to make a visit to the museum a memorable and educational experience.

Program Description

Volunteers are unpaid employees of the State of Nevada, making them part of museum staff. Volunteers are held to the same strict standards as museum staff. Worker's compensation coverage and liability coverage held by the State applies. There are a variety of activities at the museum that provide opportunities for volunteers including; cashiers, volunteers for the public, train crew, and assistants at special events.

Becoming a Museum Volunteer

All volunteers are required to submit a completed Volunteer Job Application, to meet the minimum qualifications, and to interview with Nevada State Railroad Museum staff. This interview will assure the volunteer understands his/her commitment and responsibility.

- See individual job descriptions for qualifications.
- Volunteers must be at least 18 years of age and capable of working independently within the position as set forth in the job description. Individuals between the ages of 14 and 18 may apply to be a volunteer with The Nevada State Railroad Museum by meeting the conditions outlined in the appendix "Parental Permission." Volunteers under the age of 16 must be accompanied by a parent, legal guardian or a designated staff member while volunteering at the NSRM.

Note: The Nevada State Railroad Museum reserves the right to accept or deny a volunteer's application to the program.

Standards of Conduct

Volunteers of the Nevada State Railroad Museum are subject to the same standards of conduct as paid museum employees. Volunteers shall possess integrity, honesty, sobriety, dependability, good judgment, courtesy and the ability to work cooperatively with others. Volunteers shall exhibit a willingness and ability to assume the responsibilities and to conform to the conditions of work characteristic of the position. Volunteers shall maintain a state of personal health consistent with the ability to perform the assigned duties of the position.

All volunteers should behave in a manner that will make everyone's experience at the museum as enjoyable as possible. Behavior cannot threaten the safety or well-being of the public, other volunteers or employees.

Interacting with Visitors

It is one-on-one contact that can determine the overall satisfaction of our visitors. We all know the results of a poor customer service experience. A bad experience is what is remembered, no matter how spectacular the facility.

We must strive to make all of our visitors comfortable.

That process begins at the first point of contact, whether in person or on the phone.

Staff and volunteers should make every effort to enhance our visitors experience by:

- Treating visitors as you would want to be treated
- Greeting visitors appropriately
- Always phrase your statements in a positive way
- Being alert to visitor's needing assistance
- Responding to questions and concerns immediately
- Inquiring about visitor's experiences
- Asking if the visitor has any questions
- Offering information about special events
- Thanking guests for visiting The Nevada State Railroad Museum!

Please avoid unnecessary and inappropriate conversations. We strive to keep all conversations positive and on appropriate topics.

Dependability

Promptness and reliability are expected of all volunteers. They are expected to arrive in ample time to assume assigned responsibilities. Volunteers, who must be late, are unable to work, or need to take long periods of time off, must inform: Museum Attendant (775)687-6953 ex 233, or the Curator of Education (775)687-6953 ex 224, as soon as possible. Volunteers who fail to arrive on time, may cause a program to start late, or not at all, leaving the public with a bad impression of the museum.

Timesheets

Timesheets of volunteer hours are the responsibility of the volunteer and are extremely important to the museum for risk management, obtaining grants, budget allocations and legislative reports.

Volunteer time should be recorded at the end of each shift either on a timesheet in the front office or on crew timesheets in the restoration shop and depot. If you are unable to record your time at the end of your shift, you must submit your hours in writing or via email to the Museum Attendant *by the end of each month.*

Smoking or Drugs

The State of Nevada Smoking Policy prohibits smoking in vehicles and indoors (NRS 202.2491). Smoking is only permitted outside in designated areas, 30 feet from any public entry way, with the disposal of smoking materials in proper receptacles.

The Nevada State Railroad Museum is a drug-free workplace.

Use and consumption of drugs (including alcohol) while on the premises for which an individual does not have a current doctor's prescription shall be cause for disciplinary action up to and including dismissal. Individuals reporting for work or service must likewise, not be under the influence of any drug (or alcohol) that would impair their ability in any measurable way.

Sexual Harassment/Discrimination

Sexual harassment violates the policy of the State, is not tolerated, and is considered unlawful discrimination under State and federal law. Harsh disciplinary action may be taken against persons who commit sexual harassment, including first time offenders. You may call 1-800-767-7381 to report sexual harassment. NRS 613.330 and NAC 284.771 contain more specific information regarding sexual harassment prohibitions and penalties.

All volunteers must read, acknowledge by signing and comply with the provisions of the Governor's Policy on Sexual Harassment/Discrimination.

Firearms Policy

Pursuant to Nevada Revised Statutes 202.3673, no firearms are allowed in the buildings of the Nevada State Railroad Museum. Signs noting this regulation are posted at all building entrances.

Grooming & Hygiene

Volunteers must maintain high standards of personal grooming and cleanliness. Appearance must be such that there would be no hesitancy on the part of the public to seek assistance and that the public would readily accept the volunteer as a responsible person affiliated with the museum.

Clothing

Volunteers are representatives of the museum and are responsible for presenting a positive image to constituents and the community. Clothing must be neat and clean. It must be suitable for the performance of duties consistent with safety and interpretive needs.

Museum volunteer badges will be provided and must be worn at all times while on duty.

Active volunteers may purchase museum-logo shirts that can be considered as a uniform (at the discretion of the Store Manager) from the museum store at 25% off of the retail price, at their own expense.

Footwear

Suitable footwear is to be worn at all times. Suitable footwear is boots/shoes with soles and heels firmly attached and heels that are not excessively worn.

Ethics

As museum employees, all volunteers are expected to observe confidentiality requirements. Volunteers who work the admission desk and are thus the first line of contact with the public must exercise the highest standards of professional and ethical conduct when approached by someone seeking information on donating photographs, objects or archival materials to the museum.

The American Association of Museums prohibits staff and volunteers from diverting potential donations to personal collections.

Artifact/Exhibit Responsibility

Volunteers should report any observed mechanical failure, security breach or damage, to museum staff. Food and drink are to be kept apart from the exhibits except where approved special events warrant an exception.

“Volunteers do not necessarily have the time; they just have the heart.”

NSRM Volunteer Program Procedures

We value the service and abilities of our volunteers without whom we would not be able to offer the programs that make this museum great. Therefore, we have instituted training to help volunteers achieve and maintain high standards. As volunteers you are often in the best position to offer constructive suggestions for improving our programs and service delivery. We value and welcome your opinions.

Orientation and Training

All volunteers will be provided with an orientation arranged by the museum. The orientation will include an introduction to the museum and information on the specific programs for which the volunteer is being trained. The orientation will also cover State and museum policies and the items in this manual.

Additional “hands-on” training for specific assignments will be provided by the museum staff or a volunteer experienced in the assigned field.

In this you are provided with a written job description detailing job responsibilities, the supervisory chain, and performance standards. It is the mutual responsibility of the volunteer and Curator of Education/Museum Attendant to be sure the volunteer understands his/her responsibilities as assigned by the Curator of Education or Museum Attendant.

Volunteers should not hesitate to consult with museum staff for clarification of any job-related matter.

Prior to assuming your duties, volunteers are required to complete the following training: (crew volunteers require additional training)

- General orientation
- Volunteer shadow: work with an experienced volunteer for one shift in your position of interest
- Demonstrate competence in the job category of your choice
- Attend training classes when available
 1. History
 2. Safety
 3. Museum Practice
 4. Education

Once these initial hours have been completed volunteers will be scheduled to work independently.

All volunteers are required to attend an annual training/refresher class. This is in addition to the annual safety training class.

Safety Reviews

All volunteers will be required to pass a safety review at the start of volunteer service. Operations crew is required to attend annually thereafter in order to continue to volunteer. Reviews will vary according to volunteer function. The review will cover basic emergency procedures and, in the case of train crews, additional safety training and testing will be required. Safety training will be given during orientation and hands-on training. Safety training is ongoing.

Personnel Records

The museum maintains records of personnel information and volunteer hours. The museum affords same level of confidentiality to volunteer information and records as it does for employees. It is essential that volunteers report any changes in their address or status so that accurate records can be kept after the initial application is submitted.

Timesheets of volunteer hours are the responsibility of the volunteer and are extremely important to the museum for obtaining grants, budget allocations and legislative reports. Volunteer time should be recorded at the end of each shift either on a timesheet in the front office or on crew timesheets in the Restoration Shop, depot or in the Annex. If you are unable to record your time at the end of your shift, you must submit your hours in writing or via email to the Museum Attendant *by the end of each month*.

Recognition

The Curator of Education and Museum Attendant will make certain that each volunteer receives annual recognition. Two basic elements will be addressed:

- Quality – Program Managers are responsible for seeing that equitable, consistent, and appropriate criteria are developed to recognize quality in a particular program.
- Quantity – Hours served as a volunteer.

Corrective Action

In the unlikely event that a volunteer does not meet the standards and requirements of the museum or his/her job description, the volunteer will receive a counseling interview with the Curator of Education or his/her designee to assist him/her in meeting these standards.

If behavior has been inappropriate, the Museum Director will follow the procedures outlined in the Division of Museums and History Prohibitions and Penalties policy based on Nevada Applied Code (NAC) 284. A copy can be provided to you.

Volunteers not suited to a particular position may be directed to another position, if appropriate, or offered re-training if unacceptable behavior is due to lack of knowledge. Volunteers may request another position at any time.

If corrective action fails to achieve the intended remedy volunteers may be dismissed from museum service. Dismissal will be documented in all particulars, and may be reviewed by the Museum Director at the request of the volunteer.

Grievance Procedure

The museum strives to provide volunteers with an opportunity to raise questions or problems in confidence and without fear of reprisal. Every effort will be made to investigate and settle problems on a fair and equitable basis. The purpose of the volunteer grievance procedure is to provide a mechanism by which questions and problems can be resolved.

It is far more advantageous to the museum to resolve an issue and retain a valuable volunteer than to have someone leave us in unhappy silence.

The volunteer grievance procedure is as follows:

1. Discuss the complaint with the Curator of Education. Every effort should be made to resolve the issue at this time/level.
2. If discussion with the Curator of Education is not appropriate or results are unsatisfactory, the volunteer should contact the Museum Director.

Use of State Equipment or Property

Volunteers may be asked to assist in activities that require the operation of State-owned property and equipment. In all such instances, volunteers are required to have a driver's license issued by the department of motor vehicles and appropriate training that will be given by museum staff prior to allowing operation equipment. Railroad locomotives and equipment may be operated by volunteers upon completion of approved training and testing. Volunteers must be physically able to perform all duties safely.

Contact with the Media

Through the hard work of volunteers and staff over a span of many years, the Nevada State Railroad Museum enjoys an excellent relationship with the local and regional media – including online, print, radio and television. As an agency of the State of Nevada, Department of Tourism and Cultural Affairs, it is important that the flow of information to the media be accountable and accurate. It is the policy of the Nevada State Railroad Museum that all media inquiries be directed to the Director, ext. 223. If members of the working media call or arrive at the museum without an appointment, please contact the Director, or in his absence, either the Curator of Education, ext. 224, or Museum Attendant, ext. 233, who will take over or guide you in the right direction. If none of the above is available on site, you should call the Director at home; refer to the emergency handbook for telephone numbers. If you are unsuccessful contacting the Director, please refer the media to the Public Information Officer for the Department of Tourism and Cultural Affairs, at (775) 687-0646.

Accepting Collections

The primary mission of the Nevada State Railroad Museum is to interpret the history of the railroads and railroading in Nevada. To accomplish this mission we collect artifacts and archival materials ranging from documents and photographs to locomotives and rolling stock. Once an object is accepted into our collections, we have an obligation, in

perpetuity, to preserve the object. Thus the process of collecting is deliberate and governed by strict ethical and legal standards. First and foremost our collecting must fall within the specific areas allowed in the Nevada State Railroad Museum's Collection Management Policy and Collection Plan. While we do not expect our volunteers to be knowledgeable of the contents of the various documents governing what the museum collects, we'd like to give you some basic guidelines for how to respond to prospective donors.

1. If you are working during regular museum hours (Thursday through Monday) and a prospective donor identifies him/herself to you, please make an effort to contact the following staff in this order: Curator of History, Curator of Education, Museum Director, Restoration Shop Supervisor, Museum Attendant, Museum Store Manager. One of these staff members will be available and able to take over handling the possible donation.
2. If no staff is available to assist, please provide the donor with the contact information (business card) for Curator of History who will contact them regarding their prospective donation.

In discussions with potential donors it is important that you do not suggest that any item considered for donation will be placed on exhibit. Typically, no more than 10 to 20 percent of a museum's collections will be placed on exhibit at any given time. The other 80 to 90 percent of items are used for research purposes in support of the institution's mission.

Safety and Security

The safety of museum visitors, staff and volunteers is always the first priority, followed by the protection of artifacts, property and equipment.

All volunteers who wish to participate in motor car, steam train, or handcar operations must attend one of the annual Safety Meetings.

Access to the Restoration Shop, rolling stock, locomotives and the areas beyond the fence in the Annex Building are restricted. Members of the public are not permitted in these areas. Volunteers are also not permitted in these areas unless they are authorized to do so by their supervisor or museum staff.

Whenever volunteers must leave a building unsupervised for any amount of time, it is required that all doors, including roll-up doors and exterior gates, be locked and secured. After the final shift of the day, volunteers must make sure that lights and any auxiliary heaters and fans are properly shut down.

All volunteers must familiarize themselves with the location of fire extinguishers, emergency exits, first aid kits and emergency procedures.

EMERGENCY PROCEDURES

1) **Call 911 (9-911 if using a museum phone)**

Provide your name and your location:

***Nevada State Railroad Museum
2180 South Carson Street at Fairview Drive***

2) State the nature of the emergency and type:

***Accident—Medical Emergency—Fire
Law Enforcement Needed***

3) Your general location:

***Near or at the Depot—Main Building or Shop Area “in the back, off
Curry Street”***

Stay on the phone until the dispatcher lets you go.

4) Have other volunteers call the museum.

775-687-6953

Museum Attendant Ext **233**

Curator of Education Ext **224**

Store Ext **237**

Store Manager Ext **231**

Museum Director Ext. **223**

Depot Ext **227**

Keep calling until you reach someone at the museum or send a runner to the museum to get additional help.

NEVER move the injured person. *If someone has a heart attack, seizure, or faints while on board the train—immediately make your way to the old grade crossing on the South end of the parking lot.*

- 1) **Secure and Protect the Scene**— Evacuate the train or area, remove hazards. Put the fire out if necessary. Cordon off the area. Etc.
- 2) **Crowd Control**-Get bystanders out of the way. Provide access for EMS personal to get to your location.
- 3) **Send Flagger** or runner to direct EMS to the scene.
- 4) Reassure the victim that EMS is on the way. Keep them calm. Okay to provide shade.
- 5) Provide treatment to the best of your training.

ABCD's

A - Keep the **Airway** clear

B– Apply pressure to **Bleeding** wounds

C– Apply **CPR** in case of heart failure and non-breathing emergencies.

D– **Drugs**, Look for medical ID bracelets or necklace. Ask family members for additional medical information.

Do not take pictures! Do not talk to the media!

When EMS arrives, maintain crowd control and gather up witnesses. Ask witnesses to stand by to talk with museum staff or authorities.

NEVADA STATE RAILROAD MUSEUM EMERGENCY EVACUATION PLAN

When the fire alarm sounds:

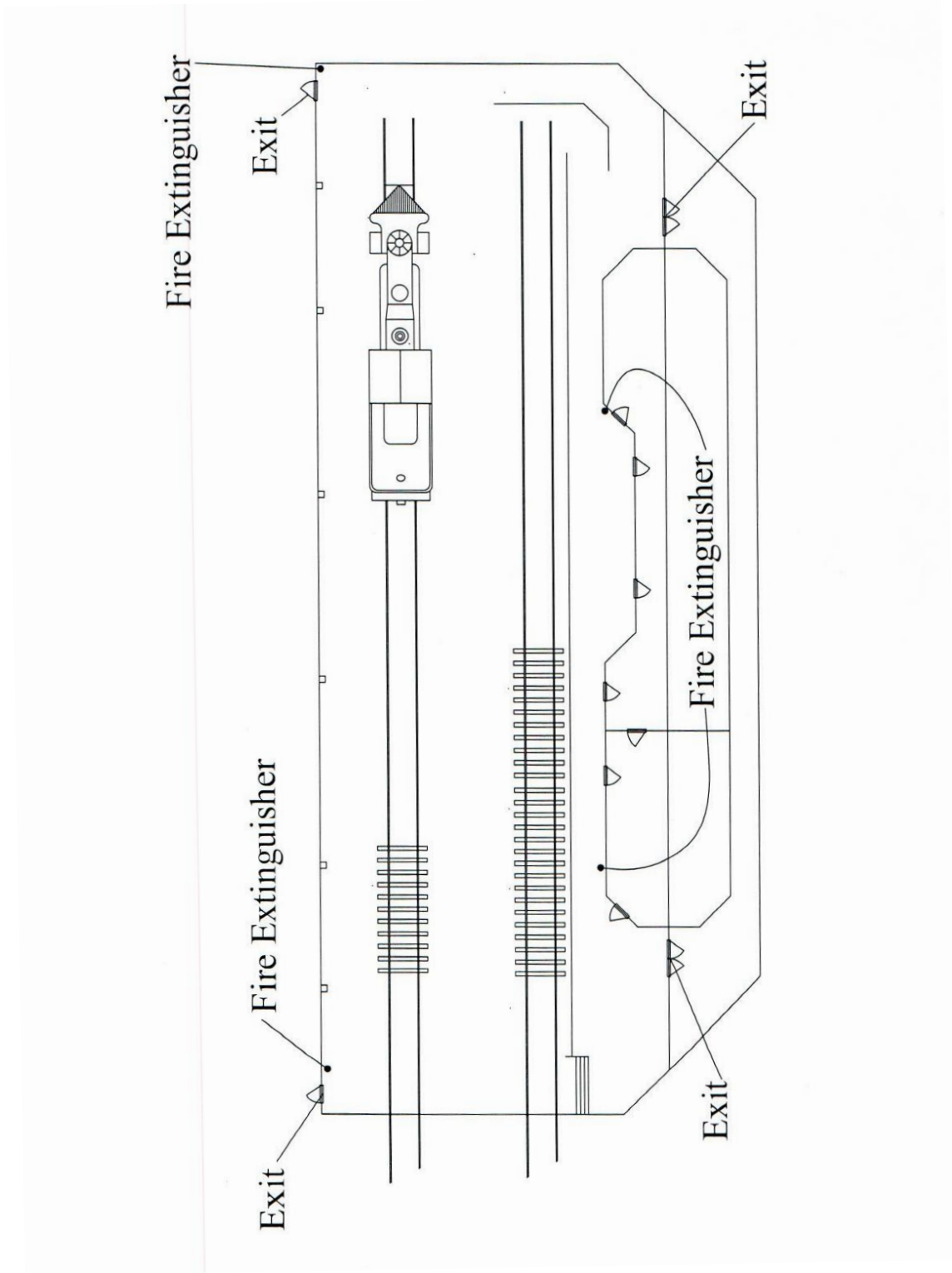
1. Leave the building by way of closest exit.
 - a. Front doors
 - b. Fire exit at front of building, past back office
 - c. Fire exit at back of building, Northwest corner
 - d. Fire exit at back of building, Southwest corner
2. Assemble in the South end of the parking lot, near turn table.

Fire Extinguishers

There are four fire extinguishers in the JIC:

1. Outside of the museum store, between the two windows facing the platform
2. Outside of the back office
3. By the back fire exit, Northwest corner of building
4. By the back fire exit, Southwest corner of building

EMERGENCY LAYOUT FOR JIC



Suggestions

Volunteers are welcome to suggest changes or improvements at any time. If you would like to make a suggestion here are the steps.

- Please make a written suggestion and present it to the Museum Attendant and please keep a copy for yourself.
- Museum Attendant will then present the suggestion to the staff and/or the board.
- You will receive written response about your suggestion please remember it may take time.

Volunteer Job Descriptions

Supervision of all volunteers is provided by the Curator of Education with the assistance of the Museum Attendant. Technical oversight is administered with the help of museum staff including the Retail Storekeeper, Railroad Restoration Supervisor, and Curator of History.

Active volunteer status requires a minimum of 20 hours within a year.

If you have not put in adequate hours, you are subject to re-training in any and all fields prior to receiving active volunteer status.

ADMISSIONS VOLUNTEER

Purpose: To provide visitors to the museum with a pleasant first impression, information, orientation and advice regarding their visit.

Responsibilities:

- Greet all visitors and answer questions.
- Become familiar with current museum exhibits and materials explaining exhibits, upcoming programs available to the public, and other museums and attractions in the area.
- Sell admission tickets to the museum using a preprogrammed cash register. Collect appropriate revenue as cash or credit/debit card.
- Accurately track (count) all visitors to the museum occurring during a “duty” shift.
- Become familiar with all emergency exits and procedures. Be prepared to assist visitors if needed.
- As assigned, conduct visitor surveys.

Qualifications:

- Familiarity with museum admission policy and prices.
- Ability to work independently; be friendly and courteous to museum visitors.
- Good communication skills.
- Basic math skills and an ability to operate admissions cash register and keep secure the cash assets assigned therein.

Training:

Successful completion of museum orientation and hands on training by Museum Attendant (or designee) including experience with a cash register, and familiarity with admission ticket prices and policies. Annual refresher training courses.

Time Commitment:

Shifts are 4 hours. Active volunteer status requires a minimum of 20 hours per year.

Report to: Museum Attendant

RETAIL STORE CLERK

Purpose: To provide visitors to the museum with a pleasant purchasing experience in the museum store and assist the store manager with store merchandising.

Responsibilities:

- Acknowledge visitors with a pleasant greeting as they enter the store.
- Become familiar with Museum Store inventory and its appeal to customers.
- Offer purchasing assistance when necessary.
- Conduct sales using the Point of Sale (POS) system, scanner, and credit card machine when appropriate.
- Answer the telephone regarding general questions about the museum and its activities or direct calls to the requested person.
- Assist store manager to prepare and arrange merchandise.
- Straighten, front and face merchandise, dust and clean when there are no customers in the store.
- Take special orders for merchandise over the phone or in person.
- Assist off-site sales during special events.

Qualifications:

- Ability to work independently and be friendly and courteous to museum visitors.
- Good communication skills
- Basic math skills and an ability to accurately operate store equipment.
- Ability to protect cash assets and handle sales records securely and as directed.

Training:

Successful completion of museum orientation and hands-on training by Retail Storekeeper (or designate) including experience with the store POS system and familiarization with store inventory.

Time Commitment:

Shifts are 4 hours. Active volunteer status requires a minimum of 20 hours a year.

Report to: Retail Storekeeper (Store Manager)

ANNEX DOCENT

Purpose: To provide visitors to the museum with a pleasant impression and provide oral information regarding the equipment and exhibits located in the museum annex. Protect artifacts from theft or damage. Ensure that all visitors behave safely.

Responsibilities:

- Greet all visitors and answer questions.
- Become familiar with current museum exhibits and materials explaining exhibits. Possess knowledge of upcoming programs and other museums and attractions in the area.
- Become familiar with all emergency exits and procedures. Be prepared to assist visitors if needed.
- Enforce safety rules and direct visitors to obey signs.

Qualifications:

- Ability to work independently and be friendly and courteous to museum visitors.
- Good communication skills.

Training:

Successful completion of museum orientation and hands-on training by Museum Attendant (or designate). Refresher training courses when available.

Time Commitment:

Shifts are 4 hours. Active volunteer status requires a minimum of 20 hours a year.

Report to: Museum Attendant

GUIDED TOUR DOCENT

Purpose: To provide visitors to the museum with detailed interpretation of the museum exhibits and collections.

Responsibilities:

- Greet all tour visitors and answer questions.
- Become familiar with current museum exhibits and materials explaining exhibits. Possess knowledge of upcoming programs available to the public and other museums and attractions in the area.
- Provide groups of children and/or adults with an oral presentation during their tour of the museum. Interpret the significance of the exhibits, in the context of the museum's mission, to a broad audience with varied learning skills.
- Become familiar with all emergency exits and procedures. Be prepared to assist visitors if needed.

Qualifications:

- Basic knowledge of railroad history and operations; and Nevada history.
- Ability to work independently; and to be friendly and courteous to museum visitors.
- Excellent communication skills and ability to adjust content to meet group needs effectively.

Training:

Successful completion of museum orientation and hands-on training by Museum Attendant (or designate). Refresher training courses when available.

Shifts are as necessary.

Report to: Museum Attendant

STATION AGENT

Purpose: To provide train passengers and visitors to the museum with a pleasant impression, issue tickets and passes.

Responsibilities:

- Greet all visitors and answer questions.
- Become familiar with current museum exhibits, upcoming programs, and other museum attractions in the area.
- Sell train tickets using a cash register and credit card terminal.
- Communicate with train conductor on matters of passenger load, schedule and safety.
- Become familiar with all emergency exits and procedures. Be prepared to assist visitors if needed.
- Know who to call during any situation and how to contact emergency personnel.

Qualifications:

- Familiarity with museum admission policy and prices.
- Ability to work independently and to be friendly and courteous to museum visitors.
- Good communication skills.
- Basic math skills and an ability to operate cash register and protect the cash assets assigned.

Training:

Successful completion of museum orientation and hands-on training by the Museum Attendant (or designate) including experience with a cash register, familiarization with train ride ticket prices and operating schedules. Annual refresher training courses.

Time Commitment:

Shifts are 6 hours. This position is available during the train operating season of May through September with special events in October and December.

Report to: Museum Attendant

PLATFORM ATTENDANT

Purpose: To promote a safe environment for our visitors and train riders. This is a regular position during the NSRM annual Santa Train.

Responsibilities:

- To assist passengers on and off trains in a safe manner.
- Become familiar with all safety exits and procedures in order to assist visitors in the event of an emergency.

Qualifications:

- Ability to work independently; and to be friendly and courteous to museum employees and visitors.
- Familiarity with all safety procedures.
- **Pass the Safety Test prior to first assignment.**

Training:

Successful completion of museum orientation and hands-on training by the Museum Attendant (or designate).

Time Commitment:

Shifts are 6 hours. This position is available during the during the equipment operation but is a required position for the Santa Train event.

Report to: Museum Attendant

TRAIN CREW

Purpose: To demonstrate and operate various pieces of historic railroad equipment from the museum's collections in safe surroundings.

Overview

The museum operates select pieces of railroad equipment for educational demonstrations, including giving rides to the public. This document will give an overview of each position and will provide the process and procedure for how to qualify for each position related to the operation of railroad equipment at the NSRM Carson City location.

Positions:

In order of progression

Historical Job Titles are used and are inclusive of all genders.

*Hand Car

*Motorman 1

*Motorman 2

Car Attendant

Brakeman

Hostler 1

Conductor

Hostler 2

Fireman

Engineer

*Positions that are not required for Steam Train operation advancement.

Job Overviews and Requirements:

Successful completion of Annual Safety Training Class and Rules Book Exam are required annually for all positions. Volunteer must re-qualify at their highest position biennially through a designated authority. This may include additional testing.

Hand Car

Responsibilities:

- Safely operates Hand Cars according to the rules.
- Ensures safety of passengers on Hand Cars.
- Interacts with public.

Qualifications:

Must be at least 18 years old. Must be able to walk on uneven surfaces, maintain balance on moving railroad equipment, engage in a friendly and professional manner with the public. Physically able to perform the duties of the job. Must maintain a valid State issued Driver's License.

Time Commitment:

Shifts are as necessary.

Reports to: Museum Attendant.

Motorman 1

Responsibilities:

Motorman:

- Attends Safety/Job Briefings.
- Responsible for safe operation of the Edwards Motor Car.
- Conducts inspection of motor car and equipment.

Motor Car Conductor:

- Responsible for the safety of passengers aboard their motor car.
- Responsible for the boarding and detraining of passengers.
- Supervises Motorman and Crew assigned to them/delegates and assigns tasks accordingly.
- Conducts Safety/Job Briefings.
- Coordinates all movements for their motor car.
- Collaborates with crew members, Station Master, Conductors of other trains/ motor cars and museum staff to come up with solutions to problems and to coordinate train and motor car movements.
- Maintains communication with Station Master.
- Responsible for completing and filing Daily Inspection Reports. Reports defects, injury, or incidents to the proper authority.
- Monitor their assigned car to ensure passenger safety.
- Interacts with the public, providing them with information about the museum and its collection.

Qualifications:

Must be at least 18 years old, maintain a valid State issued Driver's License, able to walk on uneven surfaces, climb steps, follow multi-step instructions, engage in a friendly and professional manner with the public and is able to lift and carry 35 Lbs. Able to work in extremely hot or cold environments and in inclement weather including rain and snow. Must maintain a valid State issued Driver's License.

Must complete required training pertaining to motor car operations and be certified through a designated authority. This may include additional testing.

Time Commitment:

Shifts are as necessary.

Reports to: Assigned Conductor or Motor Car Crew Chief.

Motorman 2

Responsibilities:

- Attends Safety/Job Briefings.
- Responsible for safe operation of the Edwards and the McKeen Motor Cars.
- Conducts inspection of motor car and equipment.

Qualifications:

Has been previously qualified as a Motorman 1; maintaining those qualifications and successfully completes additional training pertaining to the operation of the McKeen Motor Car. Must be certified through a designated authority. This may include additional testing.

Time Commitment:

Shifts are as necessary.

Reports to: Assigned Conductor or Motor Car Crew Chief.

Car Attendant

Responsibilities:

- Attends Safety/Job Briefings.
- Assists in the boarding and detraining of passengers.
- Monitor their assigned car to ensure passenger safety.
- Interacts with the public, providing them with information about the museum and its collection.

Qualifications:

Must be at least 16 years of age.

Must complete required training pertaining to Car Attending and be certified through a designated authority. This may include additional testing.

Time Commitment:

Shifts are as necessary.

Reports to: Conductor on Duty or Steam Train Crew Chief.

Brakeman

Responsibilities:

- Attends Safety/Job Briefings.
- Assists Conductor in the safe operation of trains.
- Assists Conductor in inspection of trains and equipment.
- Assists in the boarding and detraining of passengers.
- Directs train movements by giving hand/lantern signals.
- Secures trains by placing wheel chocks and setting hand brakes.
- Operates track switches.
- Couples and uncouples cars/engines.
- Connects air brake hoses and operates “angle cock” and “conductor’s” valves.
- Assists Conductor in Turn Table operations.

Qualifications:

Must be at least 18 years of age. Must be able to walk on uneven surfaces, climb ladders, follow multi-step instructions, maintain balance on moving railroad equipment, engage in a friendly and professional manner with the public and is able to lift and carry 35 Lbs. Also, able to work in extremely hot or cold environments and in inclement weather including rain and snow. Must maintain a valid State issued Driver’s License.

Has been previously qualified as a Car Attendant; maintaining those qualifications and successfully completes additional training pertaining to the Brakeman position and is certified through a designated authority. This may include additional testing.

Time Commitment:

Shifts are as necessary.

Reports to: Conductor on Duty or Steam Train Crew Chief.

Hostler 1

Responsibilities:

- Prepares rail cars for service.
- Conducts inspections of rolling stock.
- Makes minor repairs/performs routine maintenance on rolling stock to ensure safe/operational condition.
- Lubricates components on rolling stock as needed.
- Operates diesel-powered switch engine to move, set up and take apart train sets in Yard Limits.

Qualifications:

Has been previously qualified as a Brakeman; maintaining those qualifications and successfully completes additional training pertaining to the Hostler 1 position and is certified through a designated authority. This may include additional testing.

Time Commitment:

Shifts are as necessary and often outside of regular business hours.

Reports to: Conductor on Duty or Steam Train Crew Chief.

Conductor

Responsibilities:

- Responsible for safe operation of the train they are assigned.
- Responsible for the safety of passengers aboard their train.
- Responsible for the boarding and detraining of passengers.
- Supervises Train Crew assigned to them/delegates and assigns tasks accordingly.
- Conducts Safety/Job Briefings.
- Coordinates all movements for their train.
- Collaborates with crew members, engine crew, Station Master, conductors of other trains and museum staff to come up with solutions to problems and to coordinate train movements.
- Maintains communication with Station Master.
- Responsible for completing and filing Daily Inspection Reports. Reports defects, injury, or incidents to the proper authority.

Qualifications:

Has been previously qualified as a Hostler 1; maintaining those qualifications and successfully completes additional training pertaining to the Conductor position and is certified through a designated authority. This may include additional testing.

Time Commitment:

Shifts are as necessary.

Reports to: Steam Train Crew Chief.

Hostler 2**Responsibilities:**

- Prepares Steam locomotives for operation.
- Inspects components as required.
- Is responsible for locomotives assigned to them in the absence of the Engineer.
- Conducts daily inspections.
- Makes minor repairs/performs routine maintenance on locomotives to ensure safe/operational condition.
- Lubricates components as needed.
- Outfits locomotive with required daily supply of materials including fuel and water.
- Familiar and able to work on all locomotives on the NSRMCC roster.

Qualifications:

Has been previously qualified as a Conductor; maintaining those qualifications and successfully completes additional training pertaining to the Hostler 2 position and is certified through a designated authority. This may include additional testing.

Time Commitment:

Shifts are as necessary and often outside of regular business hours.

Reports to: Engineer on duty or Steam Train Crew Chief.

Fireman

Responsibilities:

- Attends Safety/Job Briefings.
- Manages Locomotive Boiler to meet the demand of operations.
- Works with Engineer to ensure safe operation of the Locomotive.
- Relays signals to the Engineer.
- Assists Engineer in periodical servicing/inspecting of the Locomotive.
- Responsible for replenishing fuel and water as needed.
- Observes train for defects and looks for unexpected signals while under way.
- Inspects components as required.
- Responsible for completing the Fireman's portion of the Daily Inspection report, and reports defects to the proper authority.
- Familiar with and able to fire all locomotives on the NSRMCC roster.

Qualifications:

Has been previously qualified as a Hostler 2; maintaining those qualifications and successfully completes additional training pertaining to the Fireman position and is certified through a designated authority. This may include additional testing.

Time Commitment:

Shifts are as necessary.

Reports to: Engineer on Duty or Steam Train Crew Chief.

Engineer

Responsibilities:

- Attends Safety/Job Briefings and leads additional briefings as needed.
- Supervises the Fireman, Hostlers, and other volunteers designated to work on the assigned locomotive.
- Operates Steam Locomotives, with and without trains, safely, efficiently and in accordance with the rules.
- Familiar with and able to operate all locomotives on the NSRMCC roster.
- Responsible for completing and filing Daily Inspection Reports. Reports defects, injury, or incidents to the proper authority.
- Responsible for inspecting and servicing locomotives as required.

- Takes direction from the Conductor of assigned train.

Qualifications:

Has been previously qualified as a Fireman; maintaining those qualifications and successfully completes additional training pertaining to the Engineer position and is certified through a designated authority. This may include additional testing.

Time Commitment:

Shifts are as necessary.

Reports to: Steam Train Crew Chief.

Training:

Training is unique to these positions and is detailed in the equipment operations training manuals (available upon request).

Refer to: NSRM Rule Book, Motorcar Crew Manual & Steam Train Crew Manual

Report to: Museum Attendant, Curator of Education and Restoration specialist.

More information is available on Train Crew positions and activities upon request.

References

Nevada Revised Statute 381.001-009, .050

Nevada Revised Statute 616A.130

Nevada Administrative Code 609.150

Nevada Administrative Code 616B.789, .812, .815, .818

State Administrative Manual 0334

State Administrative Manual 2646

Addendum 1: Public on non-operating equipment

1. Volunteers may escort a member of the public on non-operating equipment under the following conditions:
 - A volunteer must be with the visitor at all times.
 - The piece of equipment is located in the public area of the Annex building or outside the annex building. (Not located behind the safety fence in the Annex building.)
 - Equipment is currently used for public rides
i.e. passenger cars, motor cars
- A. The following additional precautions must be followed when escorting a member of the public on the McKeen car.
 - The steps into the car are treacherous. Warn visitors of this before they attempt to enter the car.
 - Large bags, camera bags, and backpacks aren't allowed in the car. They scrape the walls and bright work. Please ask visitors to leave them outside.
 - Do not allow the visitors to manipulate the windows.
 - Warn the taller visitors that the doors are low, especially going into the baggage section and engine room.
 - Warn visitors that the steps are treacherous before they exit the car.
- B. The public is not allowed on equipment not designed specifically for passenger use.

Volunteer Agreement

I have read and understand the Nevada State Railroad Museum Volunteer Policies & Procedures above. By signing this document I agree to abide by these policies and procedures as a participating volunteer at the Nevada State Railroad Museum. I understand that failure to comply will result in the necessary corrective action.

(Signature of Adult, or Guardian of Children under age 18)

(Printed name)



**Nevada Department of Tourism and Cultural Affairs
Division of Museums and History**