

Great Smoky Mountain Railroad

Division/Department: Operations

Job Title: Brakeman

Reports to: Operations Manager and Trainmaster

Type of Position: Regular, Non-exempt hourly

Job Summary: The Brakeman is responsible for duties assigned by the Engineer and Conductor. These include but are not limited to the creation, inspection and movements of trains. Loading and unloading of passengers. Provide high level of customer service to passengers.

Duties and Responsibilities:

- Efficient and safe movement of trains.
- Report any condition that affects the movement of the train to the proper authorities (Conductor, Dispatcher, Operations manager).
- Safely boarding and de-boarding passengers.
- Courteous support of passengers on trains.
- Coordination of all aspects of train movements with dispatcher, conductor, engineer, and train master.
- While not on train, spend time in maintenance shop, assisting with the repairs and maintenance of the train.
- May be asked to work as a Mechanic or Engineer.
- May be called upon to help with other shop functions as needed.
- Other duties as requested by Operations Manager, Trainmaster and/or GSMR senior mgmt.

Education and Requirements:

- High School Diploma or equivalent.
- Must be at least 18 years of age.
- Must be able to communicate effectively in both written and spoken English, possessing good interpersonal skills.
- Must be able to interact effectively with coworkers and customers.
- Prior experience with trains operations (Engineer, Brakemen, Dispatcher, Conductor) preferred.
- Customer service background preferred.
- Must be able to successfully complete and achieve a passing score on an industrial physical capability strength (IPCS) evaluation.
- Valid North Carolina driver's license with acceptable driving record.
- Must be able to work a flexible schedule with night, weekend and holiday hours.
- Must have good equilibrium, not affected by motion and able to travel by train.