

# Great Smoky Mountains Railroad

**Division / Department:** Depot

**Job Title:** Depot Manager

**Reports to:** Reservations Manager

**Type of Position:** Regular with benefits

**General description:** The Depot Manager oversees the daily operations of the depot and is responsible for the training and scheduling of Cleaning Attendants, Ticket Agents, and Parking Attendants. Greets customers, confirms reservations, sells tickets and directs passengers to designated boarding stations. Provides information to “walk-up” customers regarding the train excursions. Prints and sells tickets, cash handling, and prints and distributes reports.

## **Duties and Responsibilities:**

- Make sure the Depot ticket office is opened on time and is secured at the close of each day.
- Recommend that additional cars be added to accommodate additional riders and notify dispatch of lineup for following day.
- Cancel reservations, make seating changes, upgrades and/or reschedule reservations if necessary.
- Print pre-paid tickets, print and distribute daily reports to appropriate departments.
- Assist Ticket Agents with sales and/or problem reservations. Resolve issues with customers regarding complaints, questions, etc.
- Oversee balancing procedures, money handling, safe log and communicating with the Accounting department on the process.
- Communicate with the Parking Attendants of any late arrivals and transmit the information to the Conductor.
- Notify the Conductor when all reserved tickets have been picked up and/or sold so that he/she may give the signal to the Engineers for the train to depart.
- Assist passengers with special needs with coordination from parking to waiting area to boarding platform.
- Perform daily inspections of train coaches and parking lot for cleanliness.
- Fill in for any position under your supervision.
- Conduct staff meetings and daily safety briefing for all Depot personnel.
- Responsible for all customer service related issues within the department.
- Oversee Cleaning Staff, Parking Staff, and Ticket Agents ensuring all company policies are followed.
- Schedule Cleaning Crew, Ticket Agents and Parking Attendants within budget and based on actual ridership demand and provide schedules to reporting staff.
- Monitor inventory and place cleaning supply orders.
- Develop training materials and administer or oversee training of new personnel and retraining of returning personnel.
- Assist in the development of policies, procedures and job descriptions applicable to the operation of the Depot.
- Complete employee job performance evaluation on reporting staff annually.
- Periodically check and restock first aid kits in coordination with the Superintendent of Operations and Safety.
- Attend and actively participate in weekly staff meetings.
- Complete accurate payroll reporting on a bi-weekly basis.
- Serve as Reservationist when needed.
- All other duties as assigned.

**Work Experience Requirements:**

- 1-2 years of supervisory experience, with demonstrated experience in sales/customer service settings.
- Must have knowledge of RezWare reservations software and cash handling experience.
- Call center, reservations and multi-line phone system experience preferred.
- Must be able to communicate effectively in both written and spoken English, possessing good leadership and interpersonal skills with proven ability to manage people.
- Must be able to interact effectively with coworkers/vendors/customers.
- Must have proficiency in Microsoft Office including Word, Excel, & Outlook.
- Must be able to work a flexible schedule with weekend hours including holidays.

**Education and Other Requirements:**

- High School Diploma or equivalent

**Tools and Equipment Used:**

- Computer
- Cash Register, credit card machine
- 2-way radio

This is a job description, not intended to be specific. We work as a team at GSMR and you may be asked to do additional tasks.