

GREAT SMOKY MOUNTAINS RAILROAD

Division/Department: Depot

Job Title: Depot Supervisor

Reports to: Depot Manager

Type of Position: Seasonal

Job Summary: The Depot Supervisor greets customers, confirms reservations, sells tickets and directs passengers to designated boarding stations. They may also provide information to “walk-up” customers regarding the train excursions. Assist in overseeing daily operations of depot. Oversee ticket office, print and sell tickets, cash handling, print and distribute reports.

Duties and Responsibilities:

- Daily operations of depot including opening and/or closing according to schedule.
- Conduct toolbox safety talks daily.
- Oversee daily activities of depot staff.
- Printing and distributing daily reports to various departments.
- After checking ticket printer for sufficient supply of blank tickets, print all pre-paid tickets.
- Follow procedures for ticket sales according to the checklist
- After the train departure, prepare to balance cash drawers according to balancing procedures.
- Follow closing procedures, complete paper and make sure day is at a zero balance.
- Communicate with parking attendant on buses or late arrivals etc.
- Update Calendar when faxes come in from reservation office for special request, cab rides, cabooses, etc.
- Stay updated with Reservation Manager, Depot Manager and engineers on train consist.
- Audit all reservations daily made on the internet and by GSMR personal to insure of proper seating
- Check double booking in RezWare daily
- Learn to run the parking report (made in excel)
- Help train new employees within the department
- Resolve issues with customers regarding complaints, questions, etc.
- The Depot Supervisor can recommend that additional cars be added to accommodate additional riders and notify dispatch of lineup for following day. They may also cancel reservations, make seating changes, upgrades and/or reschedule reservations. Assist with staff schedule changes as necessary.
- Serves as Reservationist when needed.
- Maintain inventory of totes and tumblers stored in depot at month end.
- Other duties as assigned

Education and Work Experience Requirements:

- High school diploma or equivalent.
- Supervisory experience preferred.
- Call center, reservations and multi-line phone system experience preferred.
- Must have ability to learn RezWare reservations software.
- Must have cash handling experience.
- Must be able to work a flexible schedule with night, weekend and holiday hours.
- Must be able to spend long periods of time in a standing position
- Must be able to interact effectively with coworkers and customers.
- Experience in Microsoft Office including Word, Excel and Outlook.

Tools and Equipment Used:

Computer, Boca Printer, Fax/ printer, adding machine, multiline phone system, 2-Way radio communication

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.