

GREAT SMOKY MOUNTAINS RAILROAD

Division / Department: Retail

Job Title: Museum Attendant

Reports to: Retail Manager

Type of Position: Seasonal

General Description:

Responsible for greeting and assisting passengers as they visit the model train museum and answer questions regarding the museum and general information about GSMR.

Duties and Responsibilities:

- Responsible for greeting and assisting passengers during their museum visit.
- Properly turn on all lights and model train equipment on the layouts in the museum and close the museum at the end of the day.
- At the beginning of the day put barriers outside for property maintenance to direct customers into the museum following their ride and bring barriers back in at the end of the night.
- Make sure the museum is kept clean (clean glass around layouts, sweep the floors, vacuum foot mats, empty trash cans etc.)
- Encourage GSMR riders to visit the museum.
- Answer passenger questions, provide information about the train, layover, and tell stories about the region.
- Responsible for making sure customers do not reach into the layouts and handle the trains or scenery.
- Other duties as requested by the Retail Manager.

Work Experience Requirements:

- At least one (1) year customer service experience which includes.
- Ability to communicate and interact effectively with coworkers and customers.
- Comfortable with public speaking.
- Ability to work a flexible schedule with night, weekend and holiday hours.
- Ability to lift 25 lbs.
- Willingness to learn about model railroading to be able to interact with customers about the museum collection.

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.