

# Great Smoky Mountain Railroad

**Division/Department:** Entertainment

**Job Title:** Show Conductor

**Reports to:** Special Events Manager

**Type of Position:** Seasonal Part-Time/Non-exempt hourly

**Job Summary:** The Show Conductor interacts with all passengers on Family First, Crown, and Coach Class Cars while providing entertainment for the passengers in terms of railroading knowledge, stories, and regional history.

## **Duties and Responsibilities:**

- Responsible for entertaining and interacting with all passengers onboard the Family First, Crown, and Coach Class Cars.
- Be available for photo opportunities and passenger questions prior to train departure.
- Time management is necessary onboard the train to ensure that all guests have an equal amount of the Show Conductor experience.
- Responsible for providing the proper type of stories and interaction depending on type of passenger in the car.
- Answer passenger questions and provide customer service as needed.
- Assist operations crew members in customer service initiatives as directed by management.
- Share broad knowledge of regional history.
- Maintain a professional appearance at all times.
- Comply with GSMR policy, procedures and safety program including safety rules, operating rules and participation in ongoing safety training/regular daily safety meetings.
- Complete required paperwork and recordkeeping in a timely manner.
- Continuing education in the history of GSMR, regional railroading, and Appalachian history.
- Other duties as requested by Special Events Manager or GSMR senior mgmt.

## **Work Experience and Other Requirements:**

- Must be able to interact effectively with coworkers and customers, possessing good interpersonal skills.
- Must be comfortable with public speaking and interacting with large groups of people.
- One to two years customer service experience preferred.
- Minimum of two years entertainment experience or experience in related area preferred.
- Familiar with history of Appalachia, GSMR, and regional railroading history preferred.
- Must have good equilibrium, not affected by motion and able to travel by train.
- Must be able to work a flexible schedule with night, weekend, and holiday hours.