

# Great Smoky Mountains Railroad Job Posting



Are you looking to launch, or take the next step, in a railroad career with a premier adventure/heritage tourism company that focuses creating memories that will last a lifetime for its guests? Don't delay in finding out more about this position Great Smoky Mountains Railroad. This is an exceptional opportunity to grow your career with GSMR, an [American Heritage Railways](#) company.

After reviewing the job description below if this is a position that you would like to interview for please email your completed application and/or resume in a Word or PDF document specifically addressing why you could be our candidate of choice for this position to [srodeck@gsmr.com](mailto:srodeck@gsmr.com). Posting will be open until filled. EOE.

## **Job Description**

**Division/Department:** Depot

**Job Title:** Ticket Agent

**Reports To:** Depot Manager

**Type of position:** Seasonal

**Employee Classification:** Regular

**Location:** Bryson City, NC- Depot Location

**Compensation:** \$10 hourly, DOE

**Job Summary:** 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 reports.

### **Essential Duties and Responsibilities:**

- Make sure the Depot is prepared for opening. A routine checklist for opening and closing procedures is available at the Depot.
- Start computers. Follow instructions for detailed routine computer procedures.
- Print passenger list and event summary for current trip. Distribute where necessary.
- After checking the ticket printer for sufficient supply of blank tickets, print all pre-paid tickets.
- Prepare cash drawers and open ticket windows.
- Follow procedures for ticket sales according to the checklist.
- After train departure, prepare to balance cash drawers. Print reports and ensure that we have a clean event.
- Prepare tickets for future trips and verify balance, seating and special instructions.
- Follow closing procedures.
- Sweep, mop, clean windows and bathroom as needed.
- Serve as Reservationist as needed.
- Other duties as assigned.

### **Education, Skill and Work Experience Requirements:**

- High School Diploma or equivalent
- Must be able to work a flexible schedule with night, weekend and holiday hours.
- Computer, cash handling, great communication skills and RezWare system
- Successfully completed all necessary levels of RezWare training.
- Must be able to stand for long periods of time.

### **Tools and Equipment Use:**

- Computer, Boca Printer, fax, printer, multi-line phone system, 2-way radio communication
- Credit card machine and cash register.