

GREAT SMOKY MOUNTAINS RAILROAD

Division / Department: Depot

Job Title: Ticket Agent

Reports to: Assistant Reservations Manager

Type of Position: Seasonal/Non-exempt

Job Summary: The Ticket Agent 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.

Work Experience Requirements:

- Must have great communication skills with the ability to communicate effectively in both written and spoken English.
- Must be able to interact effectively with coworkers/vendors/customers.
- Call center, reservations and multi line phone system experience preferred
- Must have proficiency in Microsoft Office including Word, Excel & Outlook.
- Must have ability to learn RezWare reservations software.
- Must have cash handling experience

Duties and Responsibilities:

The Ticket Agent is responsible for preparing the ticket office for opening. A routine checklist for opening and closing procedures is available at the Depot. A sample of the responsibilities is listed below:

- Start computers. Follow instructions for detailed routine computer procedures.
- Print passenger list and event summary for current trip. Distribute where necessary.
- After checking 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 the train departure, prepare to balance cash drawers. Print reports and ensure that we have a clean event.
- Follow closing procedures.
- Sweep, mop, clean windows and bathroom as needed
- While the ticket agents do not have any real authority, they can recommend that additional cars be added to accommodate the additional riders. They may cancel reservations, but only with management approval, make seating changes, upgrades and/or reschedule reservations.
- Serves as Reservationist as needed
- Other duties as assigned.

Education and Other Requirements:

- High School Diploma or equivalent
- Must be able to work a flexible schedule with night, weekend and holiday hours.
- Must be able to sit and stand for extended periods of time.

Tools and Equipment Used:

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