

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. Posting will be open until filled. EOE.

Job Description

Division/Department: Retail

Job Title: CSR / Museum Attendant

Reports To: Retail Manager

Type of position: Non-Exempt / Hourly

Employee Classification: Seasonal

Location: Bryson City, NC

Compensation: \$10.00/hourly

Job Summary:

When on duty as a Museum Attendant you are responsible for greeting and assisting passengers as they visit the model train museum and answer questions regarding the museum and general information about GSMR. When on duty as the CSR you are responsible for providing customer service, totaling bills, accepting payments and making change for customers in retail store. This is a job description, not intended to be specific. We work as a team at GSMR and you may be asked to perform additional tasks.

Essential Duties and Responsibilities:

- Stock shelves, counters or tables with merchandise.
- Greet every customer that walks in store.
- Obtain merchandise requested by customer or receive merchandise selected by customer.
- Answer customer questions concerning location, price and use of merchandise.
- Total price and tax on merchandise purchased by customer to determine bill.
- Accept payment and make change accurately.
- Wrap or bag merchandise for customers.
- Keep displays clean and neat with fresh merchandise on display.
- Keep store clean and orderly throughout the day.
- Responsible for greeting and assisting passengers during their museum visits.
- 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.
- Ensure the museum is kept clean (clean glass around layouts, sweep floors, vacuum foot mats, empty trash cans etc.)
- Encourage GSMR riders to visit the museum.
- Answer passenger questions and provide information about the train, layover, and tell stories about the region.
- Ensure customers do not reach into the layouts and handle the trains or scenery.
- Other duties as requested by Retail Manager and/or GSMR senior mgmt.

Education, Skill and Work Experience Requirements:

- Previous retail or customer service experience with cash handling preferred.
- Must be able to interact effectively with coworkers/vendors/customers.
- Must have a passion and desire for the strong customer service and guest satisfaction.
- Must be able to work a flexible schedule with night and weekend hours.
- Must be able to lift 50lbs.
- Comfortable with public speaking.
- Ability to work a flexible schedule with night, weekend, and holiday hours.
- Willingness to learn about model railroading to interact with customers about the museum collection.

Work Environment:

- Operating Cash Register
- Assisting Customers during their time at the retail shop and museum