

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 skiddy@gsmr.com. Posting will be open until filled. EOE.

Job Description

Division/Department: Reservations

Job Title: Reservationist

Reports To: Shift Supervisor/Reservations Manager

Type of position: Seasonal/Non-Exempt

Employee Classification: Seasonal

Location: Bryson City, NC- Office Location

Compensation: \$10 hourly + Commission

Job Summary: Make and confirm reservations for passengers either by phone or internet. Provide outstanding customer service.

Essential Duties and Responsibilities:

- Responsible for making sure that all incoming calls are answered in a timely manner.
- Greet and assist customers at the reception desk.
- Mail information as needed.
- Phone audits
- Address corrections
- Cleaning cubes. You are responsible for dumping your garbage daily, wipe down phones and desks periodically.
- Stuffing envelopes with brochures.
- Any additional GSMR related work that can be done in the phone cube area.
- Serve as Depot Ticket Agent as needed.

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.
- Call center, reservations and multi-line phone system experience preferred.
- Computer, cash handling, great communication skills and RezWare system.
- Must be able to interact effectively with co-workers/vendors/customers.
- Successfully complete all necessary levels of RezWare training.
- Extended periods of sitting and computer work involved.
- Must be able to take direction and process information.
- Must have the ability to work in close quarters and fast-paced environment.
- Must be detail oriented and accurately process reservations.
- Proficiency in Microsoft Word and Outlook.

Tools and Equipment Use:

- Computer, Boca Printer, fax, printer, multi-line phone system, 2-way radio communication