

Nevada Northern Railway Museum
JOB POSTING

JOB TITLE: Guest Services Associate
DIVISION: Guest Services
STATUS: Full-Time, Hourly
CLOSING DATE: Applications will be accepted until the position is filled.

General

Under the general supervision of the Guest Services Manager stocks, cleans and maintains the Museum Gift Shop, the Excursion Train, Caboose and the Bunkhouse. You will serve as the primary point of contact with visitors to the museum. The position responsibilities include retail skills, computer skills, phone skills, people skills and social media skills. You will also do guided tours of the museum grounds, train narration and astro-tourism programs. Assigned duties may include administrative and technical tasks; assisting with train ticket sales and train operations; promoting the Bunkhouse and completion of special projects and events.

Supervision Received

Works under the general supervision of the Guest Services Manager

Supervision Exercised

None

Essential Functions

- Greets and assists visitors.
- Works in the Gift Shop, Ticket Office, Concessions and on the Excursion Train dealing with customers, selling and handling money.
- Be responsible for counting and balancing of all monies from the gift shop and ticket office when assigned.
- Assist in the sales of tickets and reservations, answers the phone, directs calls and takes messages. Checks voice mail and return calls as needed.
- Assist managing our social media programs, answer social media posts & e-mails
- Understand the use of two-way radios.
- Works on excursion and specialty trains as directed.
- Ships items for customers using UPS and USPS.
- Organizes and cleans racks, fixtures, displays in the gift shop and on the train.
- Assists in the maintenance of our web based gift shop.
- Work on the train as crewmember, i.e.- narrator, concessionaire, or server.
- Assists in preparing the train for service including daily trains and special event trains.
- Assists in the cleaning of guest areas, the train, caboose and Bunkhouse.
- Operate speeders and give tours of the museum.
- Gives tours of the grounds, narration on the train and astro-tourism programs.
- Perform any other duties as required by the Guest Services Manager, which may arise from time to time.

Minimum Qualifications

1. Education and Experience:
High School diploma or GED
2. Must have a valid driver's license and clean driving record.
3. Knowledge, Skills and Abilities:

- Must be willing to be trained in our office practices and procedures, including business correspondence, record keeping, filing systems, and office equipment.
- Must be willing to be trained to use the cash registers, computers, the internet, word processing, spreadsheet software and other required software applications.
- Must be willing to be trained in a variety of administrative functions.
- Must be willing to be trained in ordering procedures, inventory records and merchandise check-in.
- Must be willing to be trained in the operation of railroad speeders.
- Must be willing to be trained in social media.
- Ability to perform administrative tasks involving organization, the use of judgment, requiring accuracy and speed; maintain confidentiality; understand, interpret, and apply appropriate rules, regulations and written directions to specific situations; effectively meet and communicate with the public in situations requiring tact and poise.
- Apply sound judgment in contacts with officials and members of the general public in routine, emergency, or emotional situations.
- Ability to maintain physical condition appropriate to the performance of assigned duties and responsibilities, which may include standing for extended periods of time and operating assigned cash registers and computers.
- Ability to communicate with and elicit cooperation from others and to assimilate and understand information.
- Ability to develop clear and comprehensive correspondence.
- Ability to maintain confidentiality, use good judgment and sensitivity.
- Ability to communicate effectively both verbally and in writing.
- Be proficient in English usage, grammar, and arithmetic calculations.

4. **Work Environment:**

Tasks require a variety of physical activities periodically involving muscular strain; must be able to lift thirty pounds. Physical activity and demands are frequently related to walking, standing, stooping, climbing, sitting, lifting and reaching. Talking, hearing, and seeing is essential to job performance. Mental application utilizes memory for details, emotional stability, discriminating thinking and creative problem solving common to most job functions. Periodic local travel required in course of performing portions of job functions. Incumbent may be exposed to seasonal weather extremes, various cleaning chemicals, and solvents in the performance of day-to-day tasks.

Salary

This is an hourly position; the hourly rate depends on experience. Position does receive benefits such as paid holidays, paid vacation, IRA and medical insurance. Workweek will consist of working most weekends and holidays. The workday can vary from 5:30 a.m. to 10:30 p.m.

Apply at:

Letters of interest, resume and a completed Nevada Northern Railway Employment Application (available at <https://www.nnry.com/pages/openings.php>). Letters, resumes and completed Nevada Northern Railway Employment Application can be mailed to Mark S. Bassett, Nevada Northern Railway Foundation, PO Box 150040, Ely NV 89315, e-mailed to employment@nnry.com, in the subject line please put Guest Service Associate or dropped off at the Nevada Northern Railway Museum, 1100 Avenue A, Ely, Nevada