

**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, the Guest Services Associate acts as the primary contact for museum visitors, providing a welcoming experience and ensuring smooth day-to-day operations. Key responsibilities include retail management, computer and phone operations, customer interaction, and social media engagement. This role also involves guiding museum tours, narrating train rides, and supporting astro-tourism programs.

**Supervision Received**

Works under the general supervision of the Guest Services Manager

**Supervision Exercised**

None

**Essential Functions**

- 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.
- Knowledge and using eBay are desirable.
- Assists in the cleaning of guest areas, the train, caboose and Bunkhouse.
- Operate speeders and give tours of the museum.
- Must be able and willing to serve alcoholic beverages.
- 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.
- Must be able to pass drug test and background check.

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, paid medical insurance and IRA. 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://nnry.com/employment/>). 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](mailto: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