

Nevada Northern Railway Museum
Job Posting: Guest Services Associate

Division: Guest Services

Status: Full-Time, Hourly

Closing Date: Open Until Filled

Position Overview

Under the general supervision of the Guest Services Manager, the Guest Services Associate is the frontline representative of the Nevada Northern Railway Museum. This role provides a welcoming experience for visitors while ensuring smooth daily operations. Key responsibilities include customer service, retail and ticketing support, narrating excursions, assisting with tours, social media engagement, and participating in astro-tourism programs.

Supervision

- **Reports to:** Guest Services Manager
- **Supervises:** None

Essential Duties and Responsibilities

- Provide excellent customer service in the Gift Shop, Ticket Office, Concessions, and on Excursion Trains
- Handle retail sales, count and balance drawers, and manage financial transactions
- Answer phones, respond to voicemails, take messages, and assist with ticket sales and reservations
- Assist in managing social media, responding to posts and emails
- Operate two-way radios
- Work on trains as needed (narrator, concessionaire, server)
- Pack and ship merchandise via UPS and USPS
- Maintain retail displays and cleanliness in public areas
- Support the web-based gift shop
- Operate motorized railroad speeders and provide museum tours
- Serve alcoholic beverages
- Participate in astro-tourism programs and specialty train events
- Perform other duties as assigned by the Guest Services Manager

Minimum Qualifications

Education and Experience

- High school diploma or GED required

Licensing and Requirements

- Valid driver's license with a clean driving record
- Must pass a drug test and background check

Knowledge, Skills, and Abilities

- Willingness to be trained in office procedures, point-of-sale systems, computer software, and inventory management
- Must be able to use or learn Microsoft Word, Excel, and other software
- Strong organizational, verbal, and written communication skills
- Ability to interact with the public with courtesy, professionalism, and sound judgment
- Ability to serve alcohol
- Ability to work independently and as part of a team
- Physical ability to lift up to 30 lbs. and stand for extended periods
- Must be able to work a flexible schedule, including weekends and holidays

Work Environment

This position requires a variety of physical activities, including walking, standing, lifting, and working outdoors in various weather conditions. The role also includes occasional local travel. Exposure to cleaning chemicals and solvents may occur. Strong mental and emotional focus is required for multitasking, public interaction, and occasional high-stress situations.

Compensation and Benefits

- **Hourly wage:** Based on experience
- **Benefits:** Paid holidays, vacation, medical insurance, and IRA
- **Work Schedule:** Must be available most weekends and holidays; shifts may range from **5:30 a.m. to 10:30 p.m.**