



JOB OPENING ANNOUNCEMENT

Job Title: Weekend Depot Agent

Department(s): Customer Service

Reports to: Customer Experience Manager

Dear Applicant:

Thank you for taking an interest in joining the Ohio River Scenic Railway team. Our company is seeking to hire a highly qualified and motivated individual to facilitate the check-in process of passengers and answer incoming phone calls during operating hours every weekend. We operate a railroad-based entertainment and event venue located in Tell City, IN and are committed to becoming the area's preeminent tourism attraction.

The ideal candidate will be able to demonstrate a strong professional record of success in customer service, while also providing evidence of the requisite work ethic to thrive in a fast-paced, high-growth, creative and adaptive environment - via personal references, professional references, and a one-on-one interview if selected.

We encourage all interested persons to apply. If you believe that you qualify for this position after reading the information below, please submit a resume, cover letter, and reference list via email to jobs@OhioRiverTrain.com

Sincerely,

Executive Team
Ohio River Scenic Railway



Ohio River Scenic Railway Job Description

Job Title: Weekend Depot Agent

Department: Customer Service

Reports to: Customer Experience Manager

FT/PT: Part Time

Pay: Hourly

Summary

The Weekend Depot Agent is responsible for managing the passenger check-in process at the train boarding location each Saturday and Sunday. This individual will also be tasked with answering and returning phone calls during operating hours on the weekends.

Duties & Responsibilities

- Interface directly with customers before, during and after their experience to answer questions, gather feedback, and help to solve problems related to their train ride experience.
- Utilize the digital ticketing system to verify identity and check passengers in prior to boarding the train.
- Collaborate with a direct supervisor to communicate successes and challenges experienced during each weekend and help to identify satisfactory resolution.
- Advocate for customer needs in the development and deployment of projects and strategies throughout the organization.
- Other tasks with which the candidate has demonstrated proficiency, competency; which may benefit the overall development and accomplishment of the company's goals.

Our railroad operates almost exclusively on Saturdays, Sundays and certain holidays, requiring this role to be carried out during portions of the week and on every weekend. The core duties of this position will require that the candidate be present at the train depot but may also occasionally allow certain duties to be carried out remotely.



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Skills & Competencies

In order to be successful in this role, a candidate must demonstrate the following:

- Interpersonal skills; ability to solve conflict; ability to balance team and individual responsibilities.
- Strong oral and written communication; ability to speak and write clearly and informatively.
- Proficient with Windows PC, Microsoft Office and GSuite products (Google).
- Proficient in the use of Facebook, Twitter, and other prominent social media sites.
- Ability to maintain professionalism and communicate with others in a tactful manner.
- Ability to react well under pressure in high-stressed situations; accept responsibility for own actions.
- High degree of self-direction and self-motivation.
- Ability to remain highly organized in complex scenarios and work environments.
- Dependability and follow through on commitments.
- Strong attention to detail.
- Capability of working 24+ hours each week.
- Ability to build harmonious relationships with colleagues, supervisors, volunteers, customers, and external business contacts.

Work Environment

The successful candidate work directly with customers in person as well as via telephone, email, and social media.

Education & Experience

Minimum

- 18 years of age or older.
- High School Diploma or GED required.
- Verifiable experience successfully working in a customer service oriented role.



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Preferred

- Bachelor's degree in event coordination, business administration, hospitality, managerial or similar field.
- 5 years of recent, verifiable work experience in a related field.

References & Miscellaneous

Interested applicants should submit three (3) professional references with their application. All applicants MUST be willing to submit to a criminal background check, and random drug testing as a condition of employment.

Acknowledgements

I understand and agree that it is my responsibility to read this description in its entirety. I also understand and agree that this job description is not designed to cover or contain a comprehensive listing of all duties, responsibilities, competencies, physical demands, or working conditions that are required of the employee for this job. Duties, responsibilities, competencies, physical demands, or working conditions may change at the discretion of Ohio River Scenic Railway at any time with or without notice. I also understand and agree that Ohio River Scenic Railway retains the right to eliminate the position or reassign me to another position and that my employment is at will and that Ohio River Scenic Railway may terminate the employment relationship at any time, with or without cause or notice.

Employee Name

Employee Signature

Date