



JOB OPENING ANNOUNCEMENT

Job Title: Passenger Train Coach/Service Attendant

Department(s): Customer Service

Reports to: Onboard Services Manager

Dear Applicant:

Thank you for taking an interest in joining the Ohio River Scenic Railway team. Our company is seeking to hire qualified and motivated individuals to serve as Passenger Train Coach Attendants. 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 candidates for this role should have a demonstrated ability to serve in a customer-facing role; 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
Passenger Train Coach Attendant

Job Title: Passenger Train Coach Attendant **Dept:** Cust. Service **Reports to:** Onboard Service Manager

FT/PT: Part Time **Pay:** Hourly

Summary

The Passenger Train Coach Attendant is responsible for carrying out all tasks related to the passenger experience while guests are visiting and riding the train. Individuals in this role will also be tasked with providing input to help develop and implement continual improvement in all aspects of event programming, operations, marketing and sales as they relate to customer satisfaction.

Duties & Responsibilities

- Interface directly with customers before, during and after their train ride.
- Answer questions and resolve issues for passengers while train rides are underway.
- Collaborate with the executive direct supervisor to ensure that core objectives and strategies of the company are being achieved during each train ride.
- Advocate for customer needs in the development and deployment of projects and strategies throughout the organization.
- Assist in the coordination of events and day-to-day operations of the company.
- Serve food, beverages, and other items to passengers while on the train ride.
- Provide general cleaning and trash collection before, during and after train rides.
- Acquire necessary "ServSafe" and other certifications for the handling of food and beverages.
- Assist passengers to safely board and alight the train.
- Other tasks as may be assigned or requested by direct supervisor or other company leadership.

Our railroad operates almost exclusively on Saturdays, Sundays and certain holidays. Accordingly, this role will be carried out primarily on Saturdays and Sundays. However, availability and willingness to work occasionally on select weekdays is desired. The core duties of this position require that the employee be on site in the performance of all duties.



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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.
- 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 16+ hours on weekends.
- Ability to build harmonious relationships with colleagues, supervisors, volunteers, customers, and external business contacts.

Work Environment

The successful candidate will be prepared to work on board the train as it moves down that track as well as before and after train rides.

Education & Experience

Minimum

- 18 years of age or older.
- Demonstrated ability to successfully work in a customer service oriented role.

Preferred

- 21 years of age or older.
- 2 years of recent, verifiable work experience in a related field.



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References & Miscellaneous

Interested applicants should submit one (1) personal and two (2) professional references with their application.

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