

Adirondack Railroad Job Posting



The Adirondack Railroad is a tourist passenger railway headquartered in Utica, NY with direct links to the Adirondack Mountains. We provide our customers with unique experiences onboard our trains, and offer them a view of the Adirondack Park that is unavailable anywhere else. The Adirondack Railroad is growing with its customers, offering a suite of passenger transportation services, private charters and special event train expertise. Visit adirondackrr.com to see the advantages of our railroad!

After reviewing the job description below if this is a position that you would like to interview for please email your completed application and/or resume in a Word or PDF document specifically addressing why you could be our candidate of choice for this position to erincrowe@adirondackrr.com. Posting will be open until filled. Equal Opportunity Employer.

Job Description:

Division/Department: Railbike Division

Job Title: Railbike Guide

Reports To: Railbike Division Manager

Type of position: Non-Exempt / Hourly

Employee Classification: Seasonal

Location: Thendara, NY

Compensation: \$17.50 Hourly

Job Summary: Seasonal job as a guide for the company's rail bike operation. The operating season will start on May 8, 2021 through October 2021. Training for position to begin mid-April. The Guide is responsible to provide the safety information about railbike operations prior to each departure and directs patrons in getting on and off the railbike. The Guide is accountable to ensure that bikes are disinfected, according to established COVID-19 procedures, prior to each scheduled departure, and perform minor seat adjustments as needed for the comfort of passengers.

Essential Duties and Responsibilities:

- Providing the mandatory information developed to ensure rider safety
- Checking tickets in advance of each departure
- Politely keeping order with regards to social distancing among patrons while riding
- Pedaling guide railbike on multiple 6-mile round trip excursions
- Responding to customer inquiries on rail bike operations and the sights on the ride
- Maintaining a professional approach with all customers.
- Practices good judgment when making decisions regarding guest service
- Is a strong team player and communicates professionally at all times with guests and co-workers
- Maintains organization and flexibility in carrying out daily job duties
- Effectively handles stressful situations in a public setting and resolves guest related problems in a professional manner
- Establishes and maintains effective professional working relationships with co-workers, directors, and other departments; working together in a positive work environment

Education, Skill and Work Experience Requirements:

- High School Diploma or equivalent
- Ability to communicate effectively in both written and spoken English
- Must be self-motivated and disciplined
- Must have a valid NYS Drivers License
- Good balance/equilibrium: walk on moving trains.
- Incumbents will require training to be certified to meet the operating rules of the organization. Training time will be paid.
- Ability to communicate successfully with a variety of personalities and function effectively as a member of a team.

- Available to work weekends and holidays.
- Must be able to constantly improve and adapt to changes easily.
- Must have professional appearance with good personal hygiene.
- CPR/Basic First Aid training is preferred but not required.
- Able to maintain dependable work attendance and flexibility with assigned work schedules.

Work Environment:

- Able to work long days may require prolonged standing and lifting of objects up to 60lbs.
- Able to work with many types of personalities and able to work out problems and resolve conflicts.
- Able to work in all types of weather.
- Able to tolerate temperatures of 0-100 degrees.