

# 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](http://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 [financeoffice@adirondackrr.com](mailto:financeoffice@adirondackrr.com). Posting will be open until filled. Equal Opportunity Employer.

## **Job Description:**

**Division/Department:** Guest Services

**Job Title:** Guest Services Agent

**Reports To:** Customer Communication Manager

**Type of position:** Non-Exempt / Hourly

**Employee Classification:** Full Time

**Location:** Utica, NY | Thendara, NY

**Compensation:** \$15 Hourly

**Job Summary:** Ticket all confirmed passengers for an on time departure, along with other customer service tasks.

## **Essential Duties and Responsibilities:**

- Answers phone calls, and gives relevant information regarding departures, groups, and charters.
- Answers emails from potential customers.
- Enters reservations into ticketing system.
- Processes cash and credit card transactions.
- Ticket events on weekends and holidays.
- Complete seating charts and open car seating as needed, varies by event.
- Able to make PA announcements in and at stations.
- 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 and 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:**

- Having a valid driver's license, required.
- Two years of experience in guest services/customer service, required.
- Ability to communicate effectively in both written and spoken English.
- Fluent in Google Suite (Gmail, Google Docs, Google Slides, Google Sheets, Google Forms), Microsoft Office
- Ability to understand complex ticketing systems.
- Must be able to lift and carry 50 lbs.
- Must be able to constantly improve and adapt to changes easily.
- Must have a professional appearance with good personal hygiene.
- Must pass a pre-employment background check.
- Able to maintain dependable work attendance and flexibility with assigned work schedules.
- Comfortable working with Square POS System, preferred.

## **Work Environment:**

- Office Environment, May have a "moving" desk, not a set workspace.
- Work in Stations ticketing large events.