



EBT FOUNDATION, INC.

421 MEADOW STREET, BOX 158, ROCKHILL FURNACE, PA 17249

JOB POSTING: TICKET & RETAIL ASSOCIATE

Location: Rockhill Furnace, PA
Classification: Part-Time - Seasonal, Must Have Ability to Work Weekends
Department: Visitor's Services
Salary: \$13.00/hr

COMPANY BACKGROUND:

The East Broad Top is many things – a delightful family destination, a National Historic Landmark, a great volunteer opportunity, an unparalleled preservation undertaking, and much more. The railroad, which was built beginning in 1872, is the only surviving three-foot gauge common carrier railroad east of the Rocky Mountains. The non-profit EBT Foundation, Inc. purchased the railroad in 2020 and kickstarted one of the largest preservation projects in recent history. The EBT Foundation's mission is to preserve and operate the East Broad Top Railroad National Historic Landmark as a tourist railroad; to educate visitors about the role of railroads in local and national history, and to promote local and regional tourism and economic growth.

SUMMARY:

The purpose of this cross-trained position is to provide world class service to our visitors through the operation of the railroad's Ticket Office and Gift Shop.

RESPONSIBILITIES:

Ticket Office:

- Open/Close Ticket Window
- Quickly and efficiently sell tickets through the railroad's cloud-based ticketing system either in-person or over the phone
- Check-in visitors to the property and communicate relevant information to their itinerary
- Be proactive in helping visitors plan their itinerary
- Assist train crews in boarding passengers, making announcements, etc.

Gift Shop:

- Sell merchandise over a point-of-sale system
- Display and restock merchandise in an appealing manner
- Assist in receiving, stocking inventory, and labeling of merchandise in both store and warehouse
- Open/Close Gift Shop
- Pack and ship online orders in a timely manner
- Perform audits on inventory as requested by management

General:

- Maintain knowledge of railroad timetables, fares, and product offerings
- Utilize add-on, upselling, and cross-selling techniques to maximize sales
- Accountable for accurate financial transactions and reconciliations
- Beginning/end-of-day cash drawers, counting money
- Accurately compute transitions, refunds, cash & credit transactions
- General upkeep and cleanliness of workspaces
- Resolve visitor problems that may arise during a normal operating day
- Other duties as assigned

EDUCATION AND/OR EXPERIENCE REQUIREMENTS:

- Must be at least 16 years or older to apply
- Prior retail sales and cash handling experience preferred
- Ability to interact with customers with exceptional customer service as the first priority
- Posses a positive attitude and ethics which supports our mission, values and culture
- Must be available to work flexible schedule including holidays and weekends dictated by the operating season and railroad schedule
- Must be willing to close and work until last public activity has been completed
- Must have ability to adapt to a changing environment during unexpected and stressful situations
- Must be punctual and reliable
- Communicate effectively and clearly with colleagues and visitors
- Strong organizational and multi-tasking skills are a must
- Ensure uniform and personal appearance are clean and professional
- Excellent computer skills
- For consideration, candidates must be able to work from at least May - August
- Must have reliable transportation to commute to and from work

PHYSICAL DEMANDS & WORK ENVIRONMENT:

We are an operating railroad, which requires a high level of awareness. This work is primarily in an office setting, though may require the employee to navigate the property during the day. This is a fast-paced environment that is subject to schedule changes, including some short-notice days such as when we see an increase in demand or additional operational changes. This position has long periods of standing, and requires the ability to lift 25lbs. or more.

EQUAL OPPORTUNITY STATEMENT:

The East Broad Top Railroad provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, or disability in accordance with applicable federal, state, and local laws. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Please email a completed application and résumé to
info@eastbroadtop.com. Serious inquiries only.