

Guest Experience Specialist

Are you someone who loves making people smile? Do you like making a person's day, or hearing about how they can't wait to enjoy an amazing day at Texas State Railroad? Then we invite you to try out for a spot on our team.

Position Overview

The Texas State Railroad team is looking for a *Guest Experience Specialist* to help us achieve our goal of exceeding our guests' expectations. The Guest Experience Specialist is the first contact with our valued guests, whether they are calling or emailing. The Specialist is responsible for painting an ideal experience by communicating with succinct information, event clarification, product sales, and ease of booking reservations. The Guest Experience Specialist is the face of Texas State Railroad.

Skills and Competencies

The following are tasks, skills and traits that a Guest Experience Specialist should have to be successful in your tryout.

- Enthusiastic, energetic and motivated.
- Team player; think three musketeers.
- Speak clearly and effectively explain ideas on the telephone, in person, and through type.
- Ability to listen and connect with people.
- Ability to think through problems and stressful situations.
- Capability to sit for a prolonged period at a computer or on the phone.
- Retain information quickly.
- Work weekends and some holidays.
- Understand computers and voice-over IP phone systems.

Position Requirements

- Be 16 years of age or older.
- Able to read, write, and speak English properly.
- Have transportation to and from work.

Position Details

- Position reports to Guest Services Manager.
- Position pay range \$9.50-\$11.00 D.O.E.
- Position will be scheduled at Rusk and/or Palestine properties.
- Position is full-time, part-time, or seasonal depending on the need at the time of hire.
- Position is an at-will position.