



# Durango & Silverton Narrow Gauge Railroad Job Posting

Would you have been one of the rugged, eager-to-get-your-hands-dirty, unafraid-of-being-off-the well-traveled-path individuals who explored new frontiers in the late 1800's as railroads opened personal and professional opportunities across America? If so, you just may be the passionate, high-energy, rock-solid, calm-in-the-storm, hands-on individual that the Durango & Silverton Narrow Gauge Railroad is looking to hire!

DSNG, the premier tourist rail operator and the industry expert in rail-related special event management is growing rapidly, diversifying its operations and looking for a proven professional to join its team. DSNG cares deeply about the customers we serve, the history we preserve and our team that shares our passion for both. Are you interested in sharing our passion? After reviewing the job description below if you are looking to grow your career and this is a position that you would like to interview for please email your Word or PDF document resume and a separate cover letter, including salary requirement/expectation, specifically addressing why you could be our candidate of choice for this position to [hr@durangotrain.com](mailto:hr@durangotrain.com). Posting will be open until filled. EOE

## **Job Description**

**Division/Department:** Concessions

**Job Title:** On Board Concessions Supervisor

**Reports To:** Concessions/Retail Manager

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

**Employee Classification:** Regular

**Location:** Durango, CO

**Job Summary:** The On Board Concessions Supervisor handles the hiring, training, scheduling and supervising of all on-board concessions staff. This role is the primary point of contact for Concessionaires and Private Care Attendants in all aspects of customer service, sales, and on board procedures.

### **Essential Duties and Responsibilities:**

- Sets on board sales goals with Concessions Retail Manager, implements product stock levels, and maintains inventory control/audit practices on board.
- Oversees on board labor via the recruitment, hiring, training, and evaluation of all on board staff while ensuring adequate staffing levels throughout the year.
- Generates regular staff scheduling and serves as primary point of contact for employees.
- Works regular shifts on board to monitor and assist concessions staff in improving sales strategies, historic narration and customer service.
- Communicates directly to Concessions/Retail Manager regarding all aspects of on board operations.
- Maintains company established standards for on board performance in sales, customer service, safety, food handling and alcohol serving duties.
- Works in concert with Crew Leader in the rotation of department 'Mgr on Duty' to ensure 7 day per week management coverage.

### **Education, Skill and Work Experience Requirements:**

- 2-3 years experience in supervisory role, with Food and Beverage industry experience preferred
- High School diploma/GED
- TiPS certified trainer
- Ability to work flexible schedule with weekend hours
- Food Protection Manager certification
- Experience in cash handling, bar-tending and public speaking
- Proficiency in Microsoft Office applications including Word, Excel, Access & Outlook
- Background in customer service and/or sales

### **Work Environment:**

- Some time spent working in uneven or unsteady spaces while train is in motion
- Varied schedule sometimes requiring full-time hours with overtime work, as needed