

## Part-Time Gift Shop Associate

Northern Central Railway of York has opportunities for energetic and personable team members to provide service and assistance to customers and visitors in our Gift Shop and at our Ticket Window. Prior retail or hospitality experience is a plus. The work schedule includes Saturdays, Sundays, and the occasional weekday based on our train excursion schedule. Daily work hours are generally between the hours of 9 AM and 5 PM depending on scheduled trains.

Northern Central Railway of York is an excursion railroad that makes time travel possible! We are a 501(c)(3) nonprofit, educational, charitable organization, located in New Freedom, PA. Our historic attraction, with a replica 1860s steam locomotive and a 1959 GP9 diesel locomotive, hosts excursions that educate, entertain, and enlighten.

### Essential Functions:

- Welcome and greet every customer
- Offer help and provide direct assistance to customers at ticket window or in gift shop, answering questions and concerns
- Handle customer complaints in a calm and professional manner
- Accurately and efficiently complete all sales transactions, provide accurate change, and maintain proper cash and credit controls
- Restock and tidy gift shop merchandise and clean displays
- Maintain a clean and tidy work area including retail shop, bathrooms, and all public areas
- Be knowledgeable and informative about all excursions and products
- Communicate guest requests, incidents, or issues to management
- Assist with excursions and event activities as needed

### Qualifications:

- Excellent customer service skills
- Significant ability to communicate effectively
- Extremely personable, positive, and approachable
- Basic math skills
- Good organizational skills

### Working Conditions:

- Regularly required to talk and hear
- Stand, walk, bend, kneel, stoop, and crouch throughout work hours
- Lift and/or move items weighing up to 25 pounds
- Part-time seasonal position: work schedule based on train schedule and includes weekends

### To Apply:

- Download our application from the Open Positions page at [www.northerncentralrailway.com](http://www.northerncentralrailway.com) or contact Terri Lehman at 717-942-2370 ext. 101
- Return your application via email to [tlehman@northerncentralrailway.com](mailto:tlehman@northerncentralrailway.com) or via mail to Northern Central Railway Attn. Terri Lehman P.O. Box 128 New Freedom, PA 17349