



**Job Title:** General Manager Trainee | **Department:** Management | **Reports to:** VP - Administration  
**FT/PT:** Full Time | **Pay:** Hourly/Salary

## SUMMARY

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The General Manager Trainee will work closely with the President and Vice President and will ultimately be responsible for all of the day-to-day functions of the railroad. This will include railroad operations, strategic planning, programming, marketing and sales related to a railroad-based event venue.

## DUTIES & RESPONSIBILITIES

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### GENERAL MANAGER

- Collaborate with the executive leadership team to develop core objectives and strategies that achieve the company's mission, vision, and purpose.
- Advocate for customer needs in the development and deployment of projects and strategies throughout the organization.
- Coordinate the events and day-to-day operations of the company.
- Interface directly with customers before, during and after their experience with our company.
- Establish systems to continuously measure and improve customer satisfaction, loyalty, brand image, acquisition, retention and overall customer sentiment.
- Educate all team members about the importance of understanding and positively interacting with all customers.
- Provide general and, at times, direct supervision and oversight of all company departments and personnel.
- Any other duties as assigned by the company.



## **SKILLS**

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In order to be successful in this role, a candidate must demonstrate competency in the following ways:

- Interpersonal skills; ability to solve conflict; ability to balance team and individual responsibilities.
- Strong oral and written communication; ability to speak and write clearly and informatively.
- Ability to maintain professionalism and communicate with others in a tactful manner.
- Ability to respond well under pressure in high-stressed situations; accept responsibility for one's own actions.
- Ability to remain highly organized in complex scenarios and work environments.
- Consistent record of dependability and punctuality.
- Ability to work up to 12 hours per day while maintaining focus and a strong attention to detail for the entirety of each shift.
- Ability to build harmonious relationships with colleagues, supervisors, and passengers.
- Observe all safety and security procedures; determine appropriate action beyond guidelines; identify and correct potentially unsafe conditions; use equipment and materials properly.
- Respond calmly and decisively in emergency situations, with a keen attention to detail for post-incident reporting.
- Courteously command the attention and cooperation of train staff and passengers for safe, on-time, and orderly operations.
- Ability to build harmonious relationships with colleagues, supervisors, volunteers, customers, and external business contacts.
- High degree of self-direction and self-motivation.
- Ability to consistently meet deadlines.
- Strong attention to detail.
- Proficient with Windows PC, Microsoft Office and GSuite products (Google).
- Proficient in event coordination, planning and management.



## WORK ENVIRONMENT

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While not expected to be a certified train crew member, the General Manager should expect to be exposed to loud noise, heavy machinery with moving parts, dust, irritants, fumes, fuel odor, uneven ground, and other outdoor weather conditions. All employees are required to wear personal protective equipment at all times when on duty around the railroad equipment. This includes safety glasses, reflective vests, safety boots, hearing protection and gloves. The minimum dress code when not directly involved in maintenance or safety-sensitive train crew roles is business casual. The General Manager must balance working remotely, in the depot at Tell City, and on site with vendors or other business contacts in order to successfully complete required tasks. Manager must be prepared to work up to 12 hours on rare occasions, in the office, at the depot, out speaking with vendors and other business contacts, and aboard the train. Weekly time allocation during operations:

-- Remote/Travel: **50%** | Office: **25%** | Depot: **10%** | On Train: **15%**

## PHYSICAL REQUIREMENTS

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The following list represents a subset of minimum requirements for train crews, which must also be within the range of capabilities of a General Manager.

- Must be able to push, pull, lift and carry up to 25 pounds frequently; up to 50 pounds occasionally; and up to 90 pounds infrequently.
- Must possess at least 20/40 in each eye with or without corrective lenses.
- Must possess an average hearing threshold (in the better ear) of 40db at 500HZ, 1000HZ, and 2000HZ, aided or unaided.
- Ability to talk and hear accurately in person, via the telephone, or via two-way radio.
- Ability to step on and off stationary railroad equipment safely and work and balance from ladders to perform tasks.
- Ability to walk the length of trains (600 ft.+) on uneven ground.
- Must be able to recognize and distinguish colors displayed by signals, signs, etc.



## Ohio River Scenic Railway Job Description

### ACKNOWLEDGEMENTS

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I understand and agree that it is my responsibility to read this description in its entirety. I also understand and agree that this job description is not designed to cover or contain a comprehensive listing of all duties, responsibilities, competencies, physical demands, or working conditions that are required of the employee for this job. Duties, responsibilities, competencies, physical demands, or working conditions may change at the discretion of Ohio River Scenic Railway at any time with or without notice. I also understand and agree that Ohio River Scenic Railway retains the right to eliminate the position or reassign me to another position and that my employment is at will and that Ohio River Scenic Railway may terminate the employment relationship at any time, with or without cause or notice.

Finally, I understand that my employment is contingent upon (1) a Bureau/Department of Motor Vehicle official driving record with no major violations in the past three years, (2) passing a pre-employment drug and alcohol screen/exam (all negative results), (3) results of vision and hearing screenings that meets minimum FRA standards, and (4) ongoing participation in random, suspicion, and incident-based alcohol and drug screening programs.

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Employee Name

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Employee Signature

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Date