

# Mt Rainier Railroad & Logging Museum Job Posting



If you are looking for an opportunity to work on a unique and exciting event, that provides families memories that will last a lifetime, don't delay in finding out more about this position with [Mt Rainier Railroad & Logging Museum](#). This is an exceptional opportunity to grow your career with MRRR, an [American Heritage Railways](#) company. After reviewing the job description, if this is a position that you would like to interview for, please email your resume and a separate cover letter in Word or PDF document format specifically addressing why you could be our candidate of choice for this position to [HR@MtRainierRailroad.com](mailto:HR@MtRainierRailroad.com).

Posting will be open until filled. EOE.

## Job Description

**Division/Department:** Events

**Job Title:** Front of House Manager

**Reports To:** General Manager

**Type of position:** Exempt / Salary **Employee Classification:** Seasonal, FT. PT/remote hours will be required immediately and become FT by October.

**Location:** Mineral/Elbe/Eatonville, WA

**Compensation:** Dependent on contract.

### **Job Summary:**

The successful candidate will be working with Mt. Rainier Railroad & Logging Museum, as well as Rail Events, Incorporated, during the fall and winter of 2019 to present THE POLAR EXPRESS™ Train Ride in Elbe, WA. They will be responsible primarily for managing all aspects of the business, customer service, ticketing, food service, and communication with both train operations and other third-party contractors. They will also work closely with the General Manager and/or Director to manage the cast, crew and all production elements. They will work under the guidelines provided by Rail Events, Incorporated and Warner Brothers, Inc. They will be responsible for being involved in all the pre-production work leading up to the opening of the event as well as the load out of the event. They will also be required to become knowledgeable with Mt. Rainier Railroad & Logging Museum policies and procedures.

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

- Work with the General Manager to ensure all policies and procedures, established by MRRR management are in place
- Work with the Director and/or General Manager during preproduction, manage day to day operations during the event, and participate in postproduction load out
- Works with the Director and/or General Manager to lead onsite staff during the event operation as well as load in and load out
- Oversee reservation / will call staff and become familiar with ticketing system
- Serve as customer service manager when need arises
- Work with HR on payroll submissions biweekly
- Work with food service employees and see that the quality and schedule are maintained
- Become familiar with railroad safety rules and help oversee the event staff's adherence to safety
- Serve as a right hand to the General Manager and/or Director for any production related needs that arise
- Work with departmental leads to perform all duties with consistency and efficiency
- Work with the entire event team to maintain a positive, enjoyable and rewarding environment for all staff and passengers

As the FOH/Business Manager you will work to facilitate communication between any of the following:

- Host/Venue Staff

- Mechanical and Train Operation Staff
- Other REI representatives
- Food service team
- Reservations/Ticketing Department
- Ticketing Support
- Retail Team
- Any passenger who wishes to speak with a manager
- Provide training and work schedule for cast/crew

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

- High School diploma or equivalent
- Experience with special events and managing events
- Experience and proven ability to problem solve, leading a team in a live show setting
- Ability to work alongside and serve as a leader for the event staff
- Possess a well-spoken manner in personal communications
- Self-motivation and attention to details
- Be physically capable of lifting heavy objects
- Must be willing to travel within the United States
- Must be 18 or over

**Work Environment:**

- Work on and off the train in varied terrain in all weather during both daylight and dark hours.
- Varied schedule throughout the event dictated by train schedule.