



# Cuyahoga Valley Scenic Railroad

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## Bike Aboard Team Leader

### Job Description

#### GENERAL SUMMARY OF DUTIES:

The Bike Aboard Team Leader is an operations employee that is part of a train crew. The Bike Aboard Team Leader is a Bike handler that is also responsible for leading the on-duty bike handlers and is involved in the safe calling in of trains and clearing the platforms for train movements. Reports to Manager of Train Operations. This is a seasonal position working from Mid-April through the first weekend in November.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Properly and accurately call a train into a stop.
- Supervise a crew of up to 4-5 Bike Handlers.
- Resolve customer service issues with authority, diplomacy, and sensitivity and report to railroad management as necessary
- Safely lift, load, and rack bicycle onto and within a baggage car.
- Maintain accurate bike/passenger counts
- Organize bikes, kayaks, etc. to ensure proper drop off locations
- Safely board and de-board passengers
- Provide information to passengers about CVSR and CVNP routes, schedules, and programs.
- Maintain cleanliness of coaches (i.e. empty trash receptacles, restocking toilet paper, sweeping, mopping up spills)
- Assist train crew in removal of trees and/or other obstructions from the railroad right of way.
- Drive passenger van on highway occasionally to shuttle train crews.
- Other duties as assigned

#### REQUIREMENTS:

- 19 years of age or older.
- High School diploma or GED.
- Complete training and successfully pass evaluation.
- Willing to submit to a pre-employment, criminal and driving background review.
- Willing to submit to a pre-employment drug screening.
- Able to read, write and communicate (speak, hear and understand) English.
- Able to work outdoors in extreme all-weather conditions (hot, cold, rain, snow, and sleet).
- Work flexible hours as needed.
- Possess team leadership and time management skills
- Able to lift and carry up to 40 pounds with or without assistance.
- Possess a valid state-issued driver's license.
- Able to use hands to perform activities involving holding, grasping, turning and pulling.
- Able to perform work on uneven surfaces, frequently climb ladders and on/off equipment



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- Able to work in conditions that include loud noise and fumes, work on and around heavy and moving machinery, bend, walk, stand and sit for extended periods of time and use hand tools.
- Follow safety policies and procedures and wear the required personal protective equipment required for the job in a safe manner.

To apply, submit a resume to [bkizer@cvsr.org](mailto:bkizer@cvsr.org) with Bike Aboard team leader in the subject line.