

# CUMBRES & TOLTEC SCENIC RAILROAD

*A National Historic Landmark*

---

## JOB DESCRIPTION

### Reservationist

<b>Location:</b>	Chama, New Mexico
<b>Employment Type:</b>	Full-Time, Seasonal
<b>Compensation:</b>	\$17–\$20/hour (depending on experience)
<b>Reports To:</b>	Reservations Manager
<b>Season:</b>	Approximately May – October

---

### About the Cumbres & Toltec Scenic Railroad

Welcome aboard! The Cumbres & Toltec Scenic Railroad is a National Historic Landmark and one of America’s most breathtaking heritage railroad experiences. Stretching 64 miles through the spectacular San Juan Mountains between Chama, New Mexico and Antonito, Colorado, the C&TS has been captivating visitors since 1880. Jointly owned by the states of Colorado and New Mexico, we are dedicated to preserving this irreplaceable piece of railroad history while delivering unforgettable experiences to guests from around the world.

---

### About the Role

As a Reservationist, you’ll be the welcoming voice that begins our guests’ journey. You’ll handle incoming calls, assist walk-in visitors, and help guests select the perfect trip—whether it’s a full-day excursion over Cumbres Pass, a half-day adventure, or one of our special themed experiences. This role is ideal for someone who loves connecting with people, thrives in a seasonal tourism environment, and takes pride in helping others create lasting memories.

---

### Key Responsibilities

- Answer incoming phone calls and respond to email inquiries in a friendly, professional, and timely manner
- Process reservations, modifications, and cancellations using the railroad’s reservation and ticketing system
- Educate guests about trip options, schedules, pricing, add-on experiences, and what to expect on their journey
- Assist walk-in guests at the Chama depot with reservations, check-in, and general information
- Accurately handle payment transactions and maintain guest records

# CUMBRES & TOLTEC SCENIC RAILROAD

*A National Historic Landmark*

---

- Collaborate with the Guest Services team to communicate guest needs, special requests, and any operational updates
- Help promote special events, themed excursions, and premium experiences through knowledgeable, enthusiastic guest interactions
- Maintain a clean and organized workspace and contribute to a positive team environment

## Qualifications

---

### Required:

- Previous experience in phone-based customer service, call center, front desk, or similar guest-facing role
- Basic computer proficiency (comfortable navigating reservation software, email, and standard office applications)
- Excellent verbal and written communication skills with a warm, welcoming demeanor
- Ability to multitask and stay organized during high-volume call periods
- Reliable transportation to Chama, NM

### Preferred:

- Experience with reservation or ticketing systems (e.g., Farebox, FareHarbor, or similar platforms)
- Familiarity with tourism, hospitality, or heritage/cultural attractions
- Bilingual abilities (English/Spanish) are a plus
- Knowledge of the Chama area, local attractions, and lodging options

## What We Offer

---

- Competitive seasonal pay of \$17–\$20/hour based on experience
- The chance to be part of a living National Historic Landmark and one of the top-rated heritage railroads in the country
- A stunning mountain workplace in Chama, NM—surrounded by world-class scenery and outdoor recreation
- A supportive, close-knit team environment where your contributions make a real difference
- Complimentary train rides for you and your family during the season

## How to Apply

---

Ready to be part of something historic? We'd love to hear from you. Please submit your resume and a brief note about why you're excited to join the C&TS team. We review applications on a

# CUMBRES & TOLTEC SCENIC RAILROAD

*A National Historic Landmark*

---

rolling basis, so don't wait—apply today! Send an email to [clopez@cumbrestoltec.com](mailto:clopez@cumbrestoltec.com) to express interest.

---

*The Cumbres & Toltec Scenic Railroad is an equal opportunity employer.  
We celebrate diversity and are committed to creating an inclusive environment for all team members.*