

[Skip to main content](#)

Accessibility Note:

If you are a job seeker with a disability and require a reasonable accommodation to apply for one of our jobs, you will find the contact information to request the appropriate accommodation by visiting the following page:

[Accessibility Accommodation for Applicants](#)

Dismiss Note



ROCKY MOUNTAINEER®

Toggle Navigation



[Search Results](#)

Luggage Host - Kamloops (Seasonal Part-time)

Job Category: Guest Operations

Requisition Number: LUGGA002123

[Apply now](#)

Posting Details

- - Posted: January 30, 2023
 - Part-Time
-

• Locations

Showing 1 location

Kamloops Operations Office
Kamloops, BC V2H 1K3, CAN

Job Details

Description

Rocky Mountaineer (RM) is the world's largest privately-owned luxury passenger rail service. We are committed to living our values: Create Meaningful Moments, Be One Team, Achieve Extraordinary Outcomes.

The Luggage Host (LH) reports to the Station Management team.

This position is responsible for providing excellence in guest satisfaction through direct service to guests at the assigned destination. The primary purpose of this position is to deliver luggage handling services to ensure all guest luggage is safely organized for delivery/pick-up. The LH is a problem-solving champion, empowered to make decisions on behalf of the company.

This position is deemed Safety Sensitive since regular access to an active railway area is required. The LH is part of the Destinations Guest Operations (DGO) team, responsible for the health and safety of colleagues, guests, the public, property, and the environment.

Key Areas of Accountability

Guest Experience

- Be well versed in RM products and respond knowledgeably to guest questions related to their trip
- Perform safe tagging, sorting, scanning, loading, unloading, and delivery of guest luggage, as well as preparing luggage reports and assisting with misdirected luggage
- Assist with station/siding traffic flow as required by guiding motor coaches, luggage trucks and directing guests and public
- Operate equipment for guests requiring mobility assistance (e.g., mobility lift)
- Maintain station/siding aesthetics in line with the RM standard by cleaning platform and public areas and restocking supplies
- Communicate effectively with fellow team members, station, and luggage truck/motor coach drivers to coordinate luggage movement
- Monitor and action communication channels (e.g. personal RM email, voice messages, telegram, MS Teams)
- Prepare supplies and scanning equipment for daily operations
- Maintain station supplies inventory (e.g. luggage tags, office supplies), communicating with the designated team members or partners to order and replenish as required
- Complete daily operations tasks as required
- Greet guests, answer questions, and provide direction to ensure smooth transfers to/from the train where required
- Accurately document and communicate concerns from guests, Onboard team, internal and external partners, including damaged luggage, and resolve or escalate as required
- Ensure safe boarding and offboarding vehicles, transportation to and from station/sidings, use of mobility equipment, movement around stations/sidings

Leadership and Engagement

- Foster a safe and respectful workplace for team members that promotes a positive and engaging environment enabling team members to live and breathe RM's vision and values.
- Effectively communicate with team members through various channels including verbal, phone, text, email, and proper use of radio communication
- Work with station management to enhance standard operating procedures by recommending improvements to RM's guest experience program
- Build strong relationships with peers, managers and with internal and external partners
- Participate in building a strong Destinations Team through peer recognition, motivation, and working towards achieving goals
- Support Station Management in execution of training of new team members
- Support the achievement of KPIs, Dashboard and, Net Promoter Score targets
- Effectively represent the RM brand, by adhering to and ensuring the standards established in the Uniform and Appearance Policy

Safety and Security

- Adhere to RM's safety and security standards so that safety hazards and concerns are mitigated/reduced for RM guests, team members, and partners
- Be proactive in building awareness and enhancing a culture of workplace safety
- Assist station management in the execution of Destinations safety and emergency response procedures during irregular or emergency operations which could require travel to other locations
- Report all injuries and near misses to the On-Duty Manager and support the investigation of all workplace accidents as well as the completions of the necessary paperwork in a timely and accurate manner

Qualifications

Education/Certifications/Knowledge

- Valid AB or BC Driver's Licence desired with demonstrated safe driving record
- Second language desired

Experience

- Experience in tourism, hospitality, and/or customer service desired
- Experience working in a fast-paced team environment desired

Skills

- Professional communication skills, both verbal and written
- Ability to multitask and take initiative
- Ability to work independently and as part of a team
- Demonstrate a professional, accountable, and responsible work ethic
- Ability to handle difficult scenarios and conversations in a calm, consistent and professional manner
- Highly organized with strong attention to detail
- Energetic, motivated, hardworking and committed to guest service
- Ability to adapt to new technology and learn platforms

Work Environment/Physical Requirement

- Schedule regularly includes early mornings, evenings, weekends, and split shifts as per train arrival/departure schedules. Overtime may be required for irregular operations or delays
- Requires work in a Safety Sensitive environment including railway tracks, moving trains, and other vehicles
- Requires outdoor work in a variety of weather conditions

- Ability to safely lift 50-70 pounds and to repeatedly carry and safely load luggage into a transport truck
- Must be entitled to work in Canada for the full duration of the operating season (April-October)
- Must be 18 years of age or older to apply

Rocky Mountaineer (RM) is committed to the safety and health of our team members through providing a safe working environment. As a federally regulated transportation organization, we have a duty to comply with all applicable legislative requirements.

[Take Your Career on the Journey of a Lifetime](#)