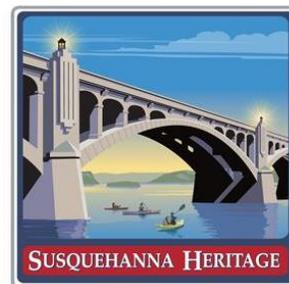


## SUSQUEHANNA HERITAGE POSITION DESCRIPTION

**JOB TITLE: Columbia Trolley Works Guide**  
**(Part-time, seasonal position no benefits, 12-14 hours per weekend,  
Memorial Day through Labor Day, \$10 per hour)**



**REPORTS TO:** Columbia Crossing Visitor Service Representative &  
Columbia Crossing Manager

1706 Long Level Road  
Wrightsville, PA 17368  

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### POSITION SUMMARY

Columbia Trolley Works Guides will be personable, professional tour guides offering guests an exceptional experience while riding the Columbia Trolley. This position will be responsible for engaging guests in an informative and interactive manner as well as providing a wealth of information regarding Columbia and its history. Tour guides will ride the Columbia Trolley during its regularly scheduled hours 11 am to 5 pm Friday, Saturday and Sunday, Memorial Day weekend through Labor Day.

### RESPONSIBILITIES

#### Visitor Services

- Study and understand information relating to Columbia history, attractions, businesses, and events.
- Learn about Columbia Crossing, Northwest Lancaster County River Trail, the Susquehanna Riverlands, and the Susquehanna Heritage Area to share with guests.
- Provide information to guests in an enthusiastic and engaging manner.
- Monitor guests to ensure compliance with tour regulations and safety practices.
- Provide directions to visitors who would like to visit a specific area at a later date, and provide information related to lodging, food and other amenities.
- Maintain a positive and friendly demeanor at all times.

#### Office Assistance

- Assist with routine behind the scenes trolley tasks.
- Complete office administrative tasks as assigned.
- Conduct research to enhance trolley services as directed.

### QUALIFICATIONS

- Be physically able to board and exit a non-handicap accessible trolley.
- Ability to work outdoors in the summer weather and to stand for long periods of time.
- Excellent public speaking skills, previous customer service experience preferred.
- Interested in Susquehanna River history and heritage and outdoor tourism.
- Punctuality, good work ethic and ability to work without close supervision.
- Be able to lift 50 pounds to a height of 48 inches.

**EQUAL OPPORTUNITY EMPLOYER**

*Revised: April 17<sup>th</sup>, 2018*