

Employment Opportunity

Zimmerman Center for Heritage

1706 Long Level Rd.
Wrightsville, PA 17368



Job Title: Visitor Services Representative
Status: Part-Time Temporary (April-October) hourly, non-exempt
Approximately 5 days/month, weekends
Rate: \$12.00/Hr.
Reports to: Zimmerman Center Manager

Susquehanna Heritage is seeking an outgoing, team-oriented individual for a temporary (seasonal), part-time visitor services representative for weekends at its Zimmerman Center for Heritage.

POSITION SUMMARY

This position is focused on weekend visitor services and site management at the Zimmerman Center for Heritage. Duties will include interacting with visitors, assisting with tours, public programs and site interpretation, carrying out daily chores and site upkeep, and coordinating with other seasonal staff. The successful candidate for this position must provide excellent customer service to Zimmerman Center visitors.

RESPONSIBILITIES

Customer Service

- Studies and understands resource materials and information relating to Susquehanna Heritage, its programs, facilities, and the Susquehanna Riverlands.
- Provides excellent customer service to guests and patrons, and whenever interacting with the public, partners and Board members.
- Conducts tours and engages the public in hands-on programming and interpretation.
- Actively encourages visitors, especially children, to take advantage of Zimmerman Center programming.
- Processes Zimmerman Center book & product sales.
- Manages visitor use of site, including enforcement of rules and regulations.

Maintenance

- Assists with routine behind the scenes site maintenance and chores.

Office Assistance

- Completes office administrative tasks as assigned.
- Conducts research to enhance site knowledge and programs as directed.

REQUIREMENTS

- Valid Pennsylvania driver's license
- Ability to lift 30 pounds to a height of 48 inches
- Excellent interpersonal skills
- Willingness to learn new skills
- Good work ethic and ability to work without close supervision
- Criminal background check, FBI fingerprints clearance, and PA child abuse clearance will be required prior to employment

To apply:

Please send cover letter and resume, including three professional references by April 20, 2019 to Paul Nevin, Zimmerman Center Manager, by email to pnevin@susquehannaheritage.org, or to the attention of Paul Nevin, Zimmerman Center for Heritage, 1706 Long Level Road, Wrightsville, PA 17368.

Susquehanna Heritage Corporation is a 501(c)(3) not-for-profit organization connecting people to the history, ecology, and natural beauty of the Susquehanna River. Susquehanna Heritage partners with the National Park Service to operate the Zimmerman Center as Pennsylvania's Visitor Contact Station for the Captain John Smith Chesapeake National Historic Trail. The Center's historic building, grounds, and river art collection provide a backdrop for programs, interpretation, and exhibits relating to the Susquehanna River's history, ecology and American Indian legacy.

Susquehanna Heritage Corporation is an Equal Opportunity Employer and does not discriminate because of age, color, disability, ethnicity, marital or family status, national origin, race, religion, sex, sexual orientation, military veteran status, or any other characteristic protected by law.

More information about Susquehanna Heritage and the Zimmerman Center for Heritage can be found at www.SusquehannaHeritage.org.