SUSQUEHANNA NATIONAL HERITAGE AREA
POSITION DESCRIPTION

JOB TITLE: Zimmerman Center Visitor Services Representative
(Part-time position, approximately 6 days per month, weekends)

REPORTS TO: Zimmerman Center Manager

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 historical 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.

QUALIFICATIONS
- 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

EQUAL OPPORTUNITY EMPLOYER *Revised: December 18, 2019*