

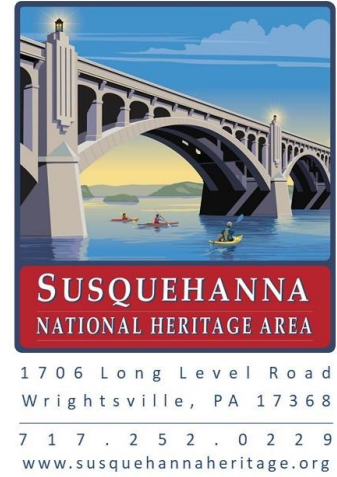
SUSQUEHANNA HERITAGE POSITION DESCRIPTION

**JOB TITLE: Visitor Services Representative/
Boat Tour Guide**

**STATUS: Part-time temporary position with no benefits,
Fridays, Saturdays, and Sundays,
approximately 10 days per month,
June - October 11, 2020)**

Starting Compensation: \$13/Hr.

REPORTS TO: Zimmerman Center Director



POSITION SUMMARY

This position is focused on weekend visitor services, site management, and River Discovery Boat Tours 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 National Heritage Area.
- 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

DIVERSITY AND EQUAL OPPORTUNITY

SNHA is committed to creating a diverse environment and is proud to be an equal opportunity employer. We respect, encourage, and seek to enhance diversity among our staff, Board of Directors, partners, and volunteers and view such diversity as a strength. SNHA does not discriminate on the basis of age, gender, sexual orientation, religion, national origin, marital or familial status, political beliefs, disability, race or color.

*Send resume and cover letter to Zimmerman Center Director
Paul Nevin at pnevin@susquehannaheritage.org.*

Revised: July 24, 2020