

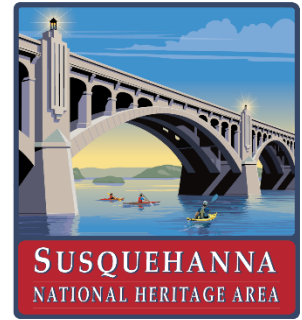
SUSQUEHANNA NATIONAL HERITAGE AREA

POSITION DESCRIPTION

JOB TITLE: Program Coordinator (TWO OPENINGS)

(Full-time regular employee position with benefits. Hiring salary range \$30,000 - \$35,000 per year.)

REPORTS TO: Visitor Center Manager at either Columbia Crossing River Trails Center (Columbia, PA) or the Zimmerman Center for Heritage (Wrightsville, PA)



POSITION SUMMARY: This position is focused on supporting visitor services, educational programs and facility rentals at the Zimmerman Center for Heritage or Columbia Crossing River Trails Center. Public program responsibilities include planning, implementing, and promoting programs related to Susquehanna National Heritage Area's (SNHA) vision and mission. The Program Coordinator must interact with and provide guidance to visitors and manage details of events, lectures, educational programs, and facility rentals. The position requires an out-going, team-oriented, creative and motivated individual who is a self-starter and pays attention to details. Must be able to work weekends, evenings, and some holidays.

Although these two openings share many responsibilities, there are differences between the two sites:

- At the Zimmerman Center, the Program Coordinator will coordinate the seasonal River Discovery Boat Tours, including reservations, communication with boat operators, and conducting on-water programs. The position also includes greeting visitors and tracking visitation, and leading and participating in house tours, guided walks, and programs that engage adult visitors and children. The Program Coordinator will maintain an inventory of merchandise for sale and develop and oversee a volunteer base. Assisting with general facility maintenance of the house and grounds may also be required.

Position categories - Program Coordination: 60%; Facility Rentals 10%; Visitor Services 30%

- At Columbia Crossing, the Program Coordinator will lead programs and events related to the history, science, recreation, and natural heritage of Columbia and the Susquehanna River. The Program Coordinator will prepare for and implement a variety of programs, including but not limited to a teen summer camp, monthly pre-K story time, environmental outdoor ranger program, and community workshops. Participation in Columbia community activities and events to connect residents to SNHA programs will be required. Facility Rental coordination of 30-45 rental events per year is also a major part of this position.

Position categories - Program Coordination: 60%; Facility Rentals 30%; Visitor Services 10%

GENERAL RESPONSIBILITIES:

Program Coordination

- Plans, develops, and conducts programs, classes, lecture series, and special events.
- Coordinates program logistics and provides event support, including scheduling staff and volunteers, confirming set-up details, procuring supplies, managing A/V needs, and other details as required.
- Registers participants for programs, classes, and workshops.
- Leads programs related to Susquehanna River history, recreation, and natural history.
- Actively utilizes digital platforms, including Facebook and Instagram, to promote SNHA programs.
- Promotes SNHA online and continually updates information on SNHA website and other outlets.
- Develops resource materials that support programs and complement school curricula.
- Contributes to organization discussions and brainstorming sessions and staff organization events.
- Collaborates with SNHA and National Park staff to develop promotional strategies and action plans that support SNHA programs and events.

Facility Rental Management

- Promotes facility rentals to generate new reservations.
- Responds to rental inquiries in a timely, effective, and proactive manner.
- Manages booking, renter and vendor contracts, and documents facility use.
- Staffs and provides onsite coordination of facility rentals.
- Maintains a calendar of programs and events and communicates building availability across the organization.

Visitor Services

- Provides visitors and patrons with information about Susquehanna National Heritage Area, the Zimmerman Center, Columbia Crossing River Trails Center, Captain John Smith Chesapeake National Historic Trail, Northwest Lancaster County River Trail, and the Susquehanna Riverlands.
- Actively encourages adults and children to take advantage of SNHA programs
- Supervises, schedules, and assists in training staff and volunteers.
- Tracks program participation as well as visitor and facility rental information.
- Monitors visitor use of site, including enforcement of rules and regulations.

QUALIFICATIONS

- Minimum of associate degree in related field. Bachelor's degree preferred.
- Demonstrated competency utilizing technology (i.e. e-mail, Facebook, Instagram, Microsoft Office including Excel and Publisher, Outlook Calendar, and audio/video equipment).
- Previous experience coordinating visitor services, facility rentals, and interpretive or educational programs and working in a collaborative fashion with other partners within the community.
- Interest in the Susquehanna River's cultural and natural heritage.

REQUIREMENTS

- Availability for working a variety of shifts based on the event calendar and visitor hours, including weekends, evenings, and some holidays.
- Valid Pennsylvania driver's license and ability to operate a vehicle in day and night-time conditions.
- Ability to work outdoors and in varying weather conditions.
- Ability to lift and carry objects weighing up to 40 pounds.
- Excellent interpersonal skills in dealing with co-workers, adults, and children.
- Good work ethic and ability to work without close supervision
- As a condition of employment applicants must pass pre-offer and post-offer staff screening processes which include: reference checks, criminal background checks, sex-offender registry check, and other staff screening checks deemed appropriate.

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 hbyers@susquehannaheritage.org.