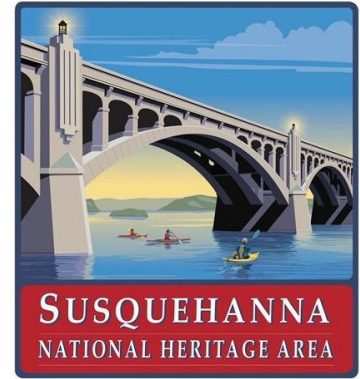


# SUSQUEHANNA NHA POSITION DESCRIPTION



1706 Long Level Road  
Wrightsville, PA 17368

717.252.0229  
[www.susquehannaheritage.org](http://www.susquehannaheritage.org)

**JOB TITLE: Columbia Crossing Visitor Services Representative**

**(Part-time, temporary, 10-16 hours per week,  
must be available evenings and weekends)**

**REPORTS TO:** Columbia Crossing Manager

## **POSITION SUMMARY**

Columbia Crossing River Trails Center is a popular riverfront destination visitor center on the Susquehanna River. Duties at the Center will include interacting with visitors, carrying out daily tasks like brochure management, site management, and assisting with facility rentals. The position will provide excellent customer service to serve the needs of visitors interested in Columbia, the Northwest Lancaster County River Trail, and the Susquehanna National Heritage Area.

## **RESPONSIBILITIES**

### **Visitor Services**

- Study and understand information relating to Columbia Crossing, Northwest Lancaster County River Trail, the Susquehanna Riverlands, and the Susquehanna National Heritage Area.
- Provide excellent customer service to guests and patrons, whenever interacting with the public, partners and Board members.
- Actively encourage general visitors to take advantage of program offerings.
- Process sales of merchandise including books, water, trail mix, and t-shirts.
- Manage visitor use of site, including enforcement of rules and regulations.
- Provide quality service to facility rentals including set-up, clean-up, and on-site support.

### **Office Assistance**

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

## **QUALIFICATIONS**

- Valid Pennsylvania driver's license.
- Be able to lift 30 pounds to height of 48 inches.
- Excellent interpersonal skills
- Willingness to learn new skills
- Interested in Susquehanna River history and heritage and outdoor tourism.
- 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 [hbyers@susquehannaheritage.org](mailto:hbyers@susquehannaheritage.org)*

*Revised: August 25, 2020*