

## SUSQUEHANNA HERITAGE POSITION DESCRIPTION

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

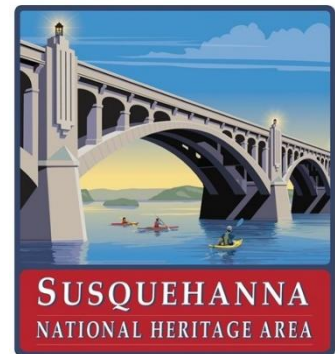
**STATUS: Year-round part-time position with limited benefits.**

Required weekend hours. Up to 32 hours per week May – Mid-October with decreased hours January – April.

May – Mid-October public tours will be offered Thursdays through Sundays on the Chief Uncas, with private bookings occurring on other days of the week.

**Starting Compensation: \$15/Hr.**

**REPORTS TO:** Visitor Services and Boat Tour Supervisor



1706 Long Level Road  
Wrightsville, PA 17368

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

**OVERVIEW:** Susquehanna National Heritage Area (SNHA) is one of 55 federally designated National Heritage Areas in the United States and encompasses all of York and Lancaster Counties. SNHA works to tell the stories and raise the profile of our region to attract visitors from near and far. SNHA manages two visitor centers along the Susquehanna River, including the Zimmerman Center for Heritage, a historic riverfront home dating to the mid-1700's. The Zimmerman Center also operates SNHA's *River Discovery Boat Tour* program from May to October.

### POSITION SUMMARY

Spend your Summer giving guided tours of Dritt Mansion, helping visitors plan their visit to the Susquehanna National Heritage Area, and assist with SNHA's River Discovery Boat Tours on our c. 1912 historic vessel! Duties include interacting with visitors, conducting tours, assisting with site interpretation, public programs, and seasonal boat tours, in addition to carrying out routine daily chores and site upkeep. This position is focused on weekend visitor services and site management at the Zimmerman Center for Heritage. The successful candidate for this position must provide excellent customer service to Zimmerman Center visitors.

### RESPONSIBILITIES

#### Customer Service

- Help visitors make the most of their visit by answering their questions, providing information about Susquehanna National Heritage Area's tours, places to visit in the Heritage Area, etc.
- 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 guided tours of Dritt Mansion and engages the public in hands-on programming and interpretation.
- Provides guided tours aboard the Chief Uncas as part of SNHA's River Discovery Tour program
- 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
- Schedules visitors for River Discovery Tours
- Operate and drive 12 passenger van shuttle transporting visitors to and from SNHA Parking Lot and Klines Run Park

#### 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
- Physical requirements include the ability to move freely throughout the Chief Uncas vessel and assist passengers with boarding the vessel.
- Excellent interpersonal skills
- Willingness to learn new skills
- Good work ethic and ability to work without close supervision
- Previous experience as a tour guide, docent, or educator is preferred.
- Comfortable navigating and performing boat tour duties ensuring the safety of all boat tour passengers and visitors. Training will be provided.
- Time management and strong communication skills.
- ability to speak effectively and confidently in front of an audience, often using a microphone. Storytelling skills are highly valued.
- Guides must have Pennsylvania Act 33/34 and FBI Clearances.
- Guides for SNHA's boat tour program are subject to pre-employment drug screening and inclusion in a subsequent random drug screen pool.

## 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 [info@susqnha.org](mailto:info@susqnha.org).  
**Deadline to apply is August 31, 2023.***

*Revised: March 21, 2023*