

SUSQUEHANNA NATIONAL HERITAGE AREA

POSITION DESCRIPTION

JOB TITLE: Visitor Services Representative

(Part-time, regular position with limited benefits, approximately 8 – 32 hours per week)



POSITION SUMMARY: Join Susquehanna National Heritage Area in welcoming visitors to our region! This position will provide visitor services at Columbia Crossing River Trails Center (Columbia) and the Zimmerman Center for Heritage (Wrightsville). Flexible hours on some weekends, weekdays, and evenings will be needed. Duties include interacting with visitors about local river history, outdoor recreation, and regional attractions information. Additional responsibilities include preparing rental/event spaces for private events, supporting educational programs, and carrying out routine daily chores and site upkeep.

RESPONSIBILITIES:

Customer Service

- Study, understand, and communicate information relating to Susquehanna National Heritage Area (SNHA), Zimmerman Center for Heritage, Columbia Crossing, and regional heritage sites and recreation opportunities.
- Provide excellent customer service to guests and patrons, whenever interacting with the public, partners, and Board members.
- Actively encourage visitors to take advantage of SNHA program offerings.
- Utilize SNHA's registration system to welcome and check-in program participants.
- Fill brochure racks with useful visitor information.
- Process sales of merchandise using a point-of-sale system.
- Monitor visitor activities and follow policies for enforcing rules and regulations.

Additional Responsibilities

- Complete office administrative tasks and historical research tasks as assigned.
- Set up and clean up rental space including folding furniture for private events.
- Be an on-site staff person for private rentals as needed.
- Assist with routine daily chores and site upkeep.

REQUIREMENTS:

- Must be able to work weekends and some holidays.
- Valid Pennsylvania driver's license.
- 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, the selected applicant must: 1) pass pre-offer and post-offer staff screening processes, including references, criminal background and sex-offender registry checks, and other screening checks and safety certificates deemed appropriate; and 2) comply with SNHA COVID-19 policies.

Revised: January 1, 2024