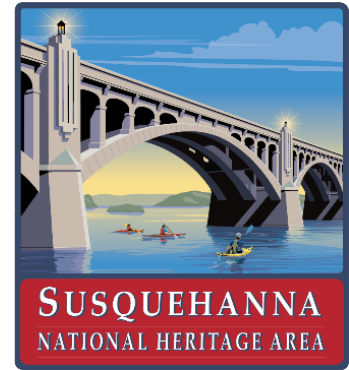


SUSQUEHANNA NATIONAL HERITAGE AREA

POSITION DESCRIPTION

VISITOR SERVICES REPRESENTATIVE/BOAT TOUR GUIDE

(Part-time, temporary position with no benefits. Up to 24 per week.)



POSITION SUMMARY: Spend your Summer giving guided tours on the historic Chief Uncas, helping visitors plan their visit to the Susquehanna National Heritage Area, and assisting visitors at the Zimmerman Center for Heritage! 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. Public tours on the Chief Uncas are offered Thursdays through Sundays with private experiences offered on other weekdays. The successful candidate for this position must provide excellent customer service to Zimmerman Center visitors and may be scheduled to work on certain holidays.

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, 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.
- Process sales of merchandise using a point-of-sale system.
- Manages visitor use of the site, including enforcement of rules and regulations.
- Operate and drive 12 passenger van shuttle transporting visitors to and from SNHA Parking Lot and Klines Run Park.

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.
- Physical requirements include the ability to move freely throughout the Chief Uncas vessel and assist passengers with boarding the vessel.
- Excellent interpersonal skills and willingness to learn new skills.

- 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.
- 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.