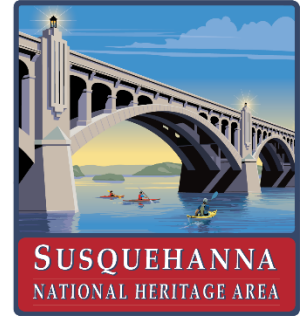


SUSQUEHANNA NATIONAL HERITAGE AREA



BOAT TOUR GUIDE

(Part-time, temporary position with no benefits. Up to 30 per week.)

POSITION SUMMARY: Spend your Summer giving guided tours on the historic Chief Uncas and assisting visitors at the Zimmerman Center for Heritage! SNHA Boat Tour Guides interact with guests, present tour and safety information, and carry out routine chores and boat upkeep. Tours are offered Thursdays through Sundays with private experiences offered on other weekdays. This position is seasonal between May and October.

RESPONSIBILITIES

Customer Service

- Provides guided tours aboard the Chief Uncas as part of SNHA's River Discovery Tour program.
- Studies and understands historical resource materials and information relating to Susquehanna Heritage, its programs, facilities, and the Susquehanna National Heritage Area.
- Help visitors make the most of their visit by answering their questions, and providing information about Susquehanna National Heritage Area's tours, places to visit in the Heritage Area, etc.
- Provides excellent customer service to guests and patrons, whenever interacting with the public, partners, and Board members.
- Conducts guided tours of the center and engages the public in hands-on programming and interpretation.
- 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 Klimes Run Park.

Additional Responsibilities

- Complete office administrative tasks and historical research tasks as assigned.
- Set up and clean up for special events and programs 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 must pass a pre-employment drug screening and subsequent random drug screens through U.S. Coast Guard.

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.