

SUSQUEHANNA NATIONAL HERITAGE AREA

POSITION DESCRIPTION

JOB TITLE: Visitor Services Representative

(Part-time, temporary position with no benefits, approximately 6-24 hours per week)



POSITION SUMMARY: This position is focused on weekend visitor services at Columbia Crossing River Trails Center between May and October. Visitor hours on weekends are 9 am- 5 pm on Saturdays and Sundays between Memorial Day and Labor Day. In addition to alternating weekends, some weekdays or evenings will be needed. Duties include interacting with visitors about local outdoor recreation and business information. Additional responsibilities include preparing rental 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), Columbia Crossing, and the Northwest Lancaster County River Trail.
- Provide excellent customer service to guests and patrons, whenever interacting with the public.
- Actively encourage visitors to take advantage of SNHA program offerings.
- Process sales of merchandise including books, water, trail mix, and t-shirts.
- Monitor visitor activities and follow policies for enforcing rules and regulations.

Program Support

- Serve as a public ambassador and interpreter for SNHA to advance our educational mission, increase community awareness, and attract visitors.
- Coordinate program logistics and provide event support, confirming set-up details, procuring supplies, managing A/V needs, and other duties as required.
- Utilize registration software to register program participants.
- Present in-person programs under the direction of the Program Manager.
- Track, analyze, and report on program participation as directed by the Program Manager.

Additional Responsibilities

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

REQUIREMENTS

- Knowledge of and experience in public programming implementation desirable.
- Must be able to work weekends and some holidays.
- Valid Pennsylvania driver's license.
- Must pass Pennsylvania Act 33/34 and FBI Clearances.
- Ability to work outdoors and in varied weather conditions.
- Excellent interpersonal skills in dealing with co-workers, adults, and children.
- 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.