



Susquehanna National Heritage Area

JOB TITLE: Visitor Services Lead

(Part-time, regular position with limited benefits, approximately 12 – 32 hours per week)

POSITION SUMMARY: Join Susquehanna National Heritage Area in welcoming visitors to our region! This position will provide visitor services at Zimmerman Center for Heritage (Wrightsville), Historic Mifflin Farm (Wrightsville), and occasionally at Columbia Crossing River Trails Center (Columbia). This position plays a key role in conducting house and property tours, training seasonal staff and volunteers, assisting with site programs, and ensuring site upkeep.

This part-time position offers flexible weekday scheduling and requires availability for at least 2–3 weekends per month. The role also includes occasional evening and holiday shifts. Weekly hours vary seasonally, with increased hours available from April through October and fewer hours from November through March.

RESPONSIBILITIES:

Customer Service

- 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.
- Provide a warm, informed welcome to all guests; share information on local river history, outdoor recreation, and regional heritage attractions.
- Mentor seasonal staff and volunteers in SNHA's standards for customer service and hospitality.
- Study and understand historical resource materials to conduct tours of the Zimmerman Center, Native Lands County Park, and Mifflin Farm.
- Provide excellent customer service to guests and patrons whenever interacting with the public, partners, and Board members.
- Participate in off-site community events to promote visitation to the center and SNHA programs.
- 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.
- Supporting training of seasonal staff and volunteers.
- Open and close the assigned sites, including securing doors, gates, and facilities.
- Set up and clean up event space, including folding furniture for private events.
- Be an on-site staff person for event and 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.
- Must pass Pennsylvania Act 33/34 and FBI Clearances.
- Ability to lift and carry objects weighing up to 25 pounds.
- Ability to walk, stand, and navigate stairways, hiking trails, and varying outdoor conditions
- Excellent interpersonal skills in dealing with co-workers, adults, and children.

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.

Revised: January 1, 2026