



# Susquehanna

## National Heritage Area

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### POSITION DESCRIPTION

#### **JOB TITLE: Visitor Services Representative**

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

**POSITION SUMMARY:** Spend your summer assisting visitors at the Zimmerman Center for Heritage, Mifflin Farm, and Columbia Crossing River Trails Center! Visitor Services Representatives leverage knowledge about heritage sites, outdoor recreation, attractions, and stories of national significance to connect visitors to great experiences in our region. Part-time seasonal position offers flexible weekday scheduling and requires availability for at least 2–3 weekends per month.

### RESPONSIBILITIES

#### **Customer Service**

- Study and understand historical resource materials to conduct tours of the Zimmerman Center, Native Lands County Park, and Mifflin House.
- Provide a warm, informed welcome to all guests; share information on local river history, outdoor recreation, and regional heritage attractions.
- 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.
- 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 events 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, uneven ground, 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.