



Seasonal Program Coordinator – Head Elf

Job Description

DEPARTMENT: Events

REPORTS TO: Events Manager

TYPE OF POSITION: Seasonal Part Time

SEASON: October – December

SHIFT: 3 pm – 10:15 PM, Sunday - Saturday

EXPECTED HOURS: 20+

GENERAL SUMMARY

Cuyahoga Valley Scenic Railroad (CVSR) seeks candidate with a strong customer service background to help manage the experience of passengers onboard our North Pole Adventure™. They will be the program point person while onboard the train and will be responsible for ensuring that all planned events, groups, and charters run smoothly as lead of the seasonal staff and volunteers.

RESPONSIBILITIES

- Be festive and energetic!
- Assist in volunteer trainings by fulfilling a training role and/or operate audio
- Load train with necessary event materials
- Interact with passengers in a welcoming atmosphere
- Supervise volunteers and staff on board to ensure the program is completed as expected
- Handle high stress situations and communicate calmly with customers if an emergency arises
- Handle passenger seating issues in coordination with customer service
- Perform other duties as assigned

REQUIREMENTS

- 18 years of age or older
- Excellent customer service experience
- Work well with children and groups of people
- Strong verbal communication and listening skills
- Good problem-solving skills
- Childcare, theater, or event planning experience preferred
- Must have flexibility to work nights and weekends
- Ability to stand, sit and/or walk on moving trains for prolonged periods of time
- Must have own transportation and willing to work both outdoors and in office settings
- Ability to lift and/or move up to 40 pounds

For more information on this position, please contact Elizabeth DiMambro at edimambro@cvsr.org

CUYAHOGA VALLEY SCENIC RAILROAD

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COMPENSATION

- \$17.00 / hour
- Bonus program based on number of nights worked

ABOUT CVSR

Cuyahoga Valley Scenic Railroad is in Northeast Ohio and is a tourist excursion railway and private sector, nonprofit 501(c)3 organization operating in partnership with Cuyahoga Valley National Park. CVSR's mission is to provide educational, recreational and heritage railroad experiences and provide alternative transportation to and within Cuyahoga Valley National Park and the Ohio & Erie Canalway.

Seasonal Employees Bonus Program

GENERAL SUMMARY

Cuyahoga Valley Scenic Railroad (CVSR) is offering an incentive program for seasonal employees in the role of Program Leader, Program Coordinator, Parking Coordinator, and Santa Transport during 2026. Each employee who meets the required nights worked (6+ shifts) will receive early access to buy tickets for the 2027 North Pole Adventure™ season. Additionally, each employee who meets the required nights worked (18+ shifts) and will receive a bonus in their final paycheck upon the end of our 2026 North Pole Adventure™ season.

BONUS LEVELS

- 6-17 shifts worked = two (2) early access tickets
- 18-23 shifts worked = four (4) early access tickets + \$500
- 24-29 shifts worked = four (4) early access tickets + \$600
- 30+ shifts worked = four (4) early access tickets + \$700

REQUIREMENTS

- Employee must work the minimum nights of a Bonus Level to qualify
- Employee must be in good standing at CVSR upon completion of North Pole Adventure
- A North Pole Adventure™ shift includes two back-to-back train trips

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