



Seasonal Program Coordinator Job Description

DEPARTMENT: Events

REPORTS TO: Events Manager

TYPE OF POSITION: Seasonal Part Time

SEASON: October – December

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™. This person will be the 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
- Support staff with administrative tasks in the office including calling volunteers to fill open spots
- Load train with necessary event materials
- Assign and coordinate onboard volunteers before events
- Interact with passengers in a welcoming atmosphere
- Operate the manual audio via Cue list onboard the train
- Supervise volunteers and insure they are doing what is expected
- Handle high stress situations and communicate calmly with customers if an emergency arises
- Support trainmen and conductor by handling customer related issues
- Perform other duties as assigned

All events are subject to change due to COVID-19 restrictions

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 in addition to daytime office hours
- 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 hbarkhurst@cvsr.org

CUYAHOGA VALLEY SCENIC RAILROAD

P.O. Box 158 • Peninsula, Ohio 44264-0158 • 330-439-5708 • Fax: 330-439-5709 • www.cvsr.org



COMPENSATION

- \$14.00 / 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.

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