



## Seasonal Program Leader 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 seasonal Special Event trains. 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.

### RESPONSIBILITIES

#### Steam in the Valley

- Support staff with safety management during the boarding and debarking process
- Enforce parking and train related safety precautions
- Assist with loading and unloading the train when necessary

#### The North Pole Adventure

- Be festive and energetic!
- Lead a program within a train car for a group of passengers
- Interact with passengers and volunteers in a welcoming atmosphere
- Provide quality entertainment for the passengers throughout their ride
- Organize and inventory supplies for accurate loading and usage
- Complete basic clean up procedures during and after program
- Perform other duties as assigned

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

### REQUIREMENTS

- 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](mailto: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](http://www.cvsr.org)



## **COMPENSATION**

- \$12.00 / 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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