



Event Manager

Job Description

GENERAL SUMMARY

Cuyahoga Valley Scenic Railroad (CVSR) seeks a candidate with a strong customer service background and event planning experience to manage events on the National Park Scenic, Cleveland Dinner and Event Train, The North Pole Adventure™, and more. This person will be a point person between several departments and responsible for ensuring that all pre-planned accommodations are set for groups and charters. This includes verifying every need a group will have is met.

SCHEDULE

This position is full-time 40 hours per week. Our office hours are Monday through Friday from 8:30 a.m. – 4:30 p.m. Additionally, weeknights and weekends may be required for special events. This position may be housed at Fitzwater Train Yard in Valley View, at CVSR office in Peninsula, and onboard the train during scheduled runs.

RESPONSIBILITIES

- Lead team in planning, organizing, and implementing events and fundraisers
- Recruit, hire and schedule seasonal employees to fulfill program needs
- Train new and existing event volunteers and staff
- Lead volunteers and staff for programs and events on and off the train
- Assist in setup and teardown of events or charters on the train or at remote locations
- Support trainmen and conductor by managing groups of passengers on day and evening events
- Communicate with vendors and CVSR staff to confirm details of event
- Liaison with National Park Service and Hale Farm regarding event specific needs
- Create new adult and children's friendly events that align with the organization's mission
- Assist with purchasing and tracking orders in coordination with other departments for programing needs
- Communicate proactively with Customer Service regarding event changes and customer feedback resolution
- Perform other duties as assigned

REQUIREMENTS

- Preferred: Associates Degree or Bachelor's Degree in Hospitality and Tourism Management, Event Planning, Business Administration or a related field
- Minimum 3 years of Event Planning experience
- Preferred 2 years of Management experience
- Excellent customer service experience
- Knowledge of relevant computer applications
- Strong written and verbal communication skills; listening skills
- Willingness to interact with passengers and volunteers in large and diverse groups
- Attention to detail and excellent organizational skills
- Good problem-solving skills
- 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

CUYAHOGA VALLEY SCENIC RAILROAD



SUPERVISION

- Directly supervises: Event Coordinators, Seasonal Program Coordinators, Seasonal Program Leaders, Special Events Intern, and Event volunteers

DEPARTMENT: Events

REPORTS TO: Director of Events

JOB TYPE: Full-time

SALARY: \$42,000 per year

BENEFITS:

- 401 (k)
- 401 (k) matching
- Health, Dental, and Vision insurance
- Life insurance
- Paid Time Off

ABOUT THE CUYAHOGA VALLEY SCENIC RAILROAD

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.

To apply, please submit a resume and cover letter to Kelly Koehler, Director of Events at kkoehler@cvsr.org with *Events Manager* in the subject line. *Submissions that do not include all these application materials will not be considered.*

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