Seasonal Program Coordinator

Job Description

DEPARTMENT: Events

REPORTS TO: Events Director

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
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

To apply, please submit a resume and cover letter to Francine Teller, Director of Events at fteller@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.

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 and Program Coordinator during 2023. Each employee who meets the required nights worked will receive a bonus in their final paycheck upon the end of our North Pole Adventure™ season.
**BONUS LEVELS**

- 15 shifts worked = $350
- 20 shifts worked = $400
- 25 shifts worked = $450
- 30 shifts worked = $500
- 35 shifts worked = $550
- 40 shifts worked = $600

**REQUIREMENTS**

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

Job Types: Part-time, Temporary

Salary: $14.00 per hour

Benefits:
- Employee discount

Shift:
- Evening shift

Work Location: In person