



**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
- Load train with necessary event materials
- Assign and coordinate onboard volunteers before events
- Interact with passengers in a welcoming atmosphere
- Supervise volunteers and staff on board and insure they are doing what is 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 [sholland@cvsr.org](mailto:sholland@cvsr.org)

**COMPENSATION**

- \$14.00 / hour
- Bonus program based on number of nights worked

**CUYAHOGA VALLEY SCENIC RAILROAD**

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