



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 candidates 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

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

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 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

COMPENSATION

- \$12.00 / hour
- Bonus program based on number of nights worked

CUYAHOGA VALLEY SCENIC RAILROAD

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