



## Education Coordinator

Part-time/Seasonal Position

**General description:** Cuyahoga Valley Scenic Railroad seeks candidates with a strong education and customer service background to help manage the experience of passengers onboard our seasonal education trains. This person reports to the Director of Events and will be the point person while onboard the train and will be responsible for ensuring that all planned events run smoothly.

### Responsibilities:

- Liaison with the National Park
- Assign and coordinate onboard volunteers before trains.
- Assist in volunteer trainings by fulfilling an onboard role.
- Call volunteers to fill open spots for trains.
- Supervise volunteers and ensure they are doing what is expected.
- Act as a point person for volunteer and customer concerns.
- Handle high stress situations and communicate calmly with customers if an emergency were to happen onboard.
- Support trainmen and conductor to ensure successful events.
- Any other duties as assigned

### Requirements:

- Must have own transportation and willing to work in outdoor, office, and onboard settings.
- Must have strong verbal communication skills and good problem-solving skills.
- Must have a background in education.
- Must have customer service experience.
- Must be comfortable with learning computer programs.
- Must be able to work a flexible schedule.
- Must be able to stand, sit, and/or walk on a moving train for prolonged periods of time.
- Must be able to lift and/or move up to 30 lbs.
- Primary work environment is on a moving train.
- Must work well with children.
- Must have a friendly and enthusiastic personality.
- Childcare, theater, or event planning experience preferred.

For more information on this position, please contact [kconner@cvsr.org](mailto:kconner@cvsr.org).

**CUYAHOGA VALLEY SCENIC RAILROAD**

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