



North Pole Adventure™ Program Coordinator
Job Description

DEPARTMENT: Events

REPORTS TO: Director of Events

TYPE OF POSITION: Seasonal Part Time (October-December)

EXPECTED HOURS: 20+

GENERAL SUMMARY

Cuyahoga Valley Scenic Railroad seeks candidates with a strong customer service background to help manage the experience of passengers onboard our North Pole Adventure™ program. 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

- Be festive and energetic
- Coordinate and manage volunteers onboard the train
- Assist and lead training sessions for large groups of volunteers
- Make phone calls to answer volunteer questions and request additional support onboard when needed
- Interact with passengers in a welcoming atmosphere
- Lead and entertain a train car filled with groups of passengers
- Be a liaison between volunteers and customers
- Provide a positive and polite customer experience
- Resolve customer service issues with calm professional manner and report to CVSR staff as necessary
- Organize and inventory supplies within train cars
- Complete basic cleaning procedures during and after program
- Perform other duties as assigned

**All train scheduling is subject to change due to COVID-19 restrictions*

REQUIREMENTS

- 21 years of age or older
- High School diploma or GED
- Must have own transportation and possess a valid state-issued driver's license
- Must be willing to work in the office, onboard and in all-weather conditions (hot, cold, rain, snow, and sleet)
- Must have strong verbal communication skills and be willing to use a microphone.
- Must have customer service experience.
- Must have good problem-solving skills and maintain calm in a stressful environment.
- Must be comfortable with learning computer programs
- Must be able to work a flexible schedule with nights and weekends required.
- Ability 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 40 pounds.
- Must work well with children
- Must have a friendly and enthusiastic personality
- Childcare, theater, or event planning experience preferred.

To apply, please submit a resume to kkoehler@cvsr.org with North Pole Adventure™ Program Coordinator in the subject line.

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.