



**North Pole Adventure™ Program Leader**  
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™. This person will lead a program while onboard the train and will be responsible for ensuring that the performance aligns with the designated program.

**RESPONSIBILITIES**

- Be festive and energetic
- Interact with passengers in a welcoming atmosphere
- Lead and entertain a train car filled with groups of passengers
- Work alongside volunteers and follow the program outline
- Provide a positive and polite customer experience
- Organize and inventory supplies within train car
- Complete basic cleaning procedures during and after program
- Perform other duties as assigned

*\*Please note all train scheduling is subject to change due to COVID-19 restrictions*

**REQUIREMENTS**

- 18 years of age or older
- Must have own transportation and possess a valid state-issued driver's license
- Must be willing to work in the office, onboard the train 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
- 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
- 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

**CUYAHOGA VALLEY SCENIC RAILROAD**

P.O. Box 158 • Peninsula, Ohio 44264-0158 • 330-439-5708 • Fax: 330-439-5709 • [www.cvsr.org](http://www.cvsr.org)



To apply, please submit a resume to Kelly Koehler, Director of Events at [kkoehler@cvsr.org](mailto:kkoehler@cvsr.org) with North Pole Adventure™ Program Leader 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.

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