



**DELAWARE & LEHIGH
NATIONAL HERITAGE CORRIDOR**

WELCOME CENTER HOST

JOB DESCRIPTION

Title of the position:	Welcome Center Host
Reports to:	Visitor Service Coordinator
Location:	National Canal Museum– 2750 Hugh Moore Park Road, Easton, PA 18042
Compensation:	\$10/hour
Employment Type:	Part-time, seasonal
Employment Term:	May 29 – October 27, 2019
Hours:	11:00am – 5:00pm; June 1 -June 9, weekends only (12 hrs per week); June 12 – September 29, Wednesday – Sunday (30 hrs per week); October 5 - 27, weekends only (12 hrs per week); Special events may require extra hours Some flexibility on work days and hours exists

Description:

The Delaware & Lehigh National Heritage Corridor (D&L) seeks friendly and responsible staff members to act as hosts in the Welcome Center, the hub of activity for the National Canal Museum and Hugh Moore Park. Welcome Center Hosts are our visitors' first point of contact upon arrival and set the tone for their day. In addition to providing a warm welcome, Hosts will assist guests with all manner of inquiries from "what's a canal?" to "where's a good place to eat lunch?". Hosts also handle admission to the museum and mule-drawn canal boat ride, sell a limited range of pre-packaged snacks and drinks, and rent recreational equipment (bicycles, paddleboats, and canoes) to visitors.

Overall responsibility:

- Provide the highest level of customer service for all visitors
- Assist visitors with questions about museum and park amenities, directions, canal history, etc.
- Use the Point of Sale system to process museum/boat admissions, equipment rentals, and food/drink sales.
- Assist with rentals of paddleboats, canoes, and bikes, including providing safe operating instructions.
- Follow opening and closing procedures for the Welcome Center.
- Assist with keeping the Welcome Center and surroundings tidy.

Basic Qualifications:

- Must be at least 18 years old with a high school diploma
- Must have transportation (work site is not serviced by public transport)
- Good communication skills and a pleasant attitude.
- Ability to perform basic computer functions, including Point of Sale systems.
- Responsible cash-handling capability
- Must be able to bend and lift 25 lbs
- Willingness to gain a familiarity with the cultural, industrial and environmental history of the Delaware & Lehigh National Heritage Corridor.

Preferred Qualifications:

- Previous customer service and cash-handling experience
- Experience using Square
- Experience with bicycles and/or canoes
- Current CPR and 1st Aid certification
- A demonstrated interest in history and in sharing it with others

Work Environment:

Job duties require working both indoors (in the climate-controlled Welcome Center) and outdoors. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Background:

The Delaware & Lehigh National Heritage Corridor (D&L) preserves the historic pathway that carried coal and iron from Wilkes-Barre to Bristol. Today, the Corridor and 165 miles of D&L Trail are a vital connection to industrial heritage, economic development, nature and environment, health and wellness. The D&L creates connections through important programs, including the National Canal Museum, Tales of the Towpath Curriculum, Trail Towns, Trail Tenders, Trail Patrol, Lehigh Valley Greenways, and Get Your Tail on the Trail. Find out more about the work we do by visiting www.delawareandlehigh.org and www.canals.org.

The Delaware & Lehigh National Heritage Corridor, Inc. (D&L) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, the D&L organization complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

To apply, please send a cover letter and resume to:
visitorservice@delawareandlehigh.org