



ANNOUNCEMENT OF OPEN POSITION

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| Title of the position: | Visitor Services and Mule Care Supervisor |
| Location: | D&L Offices/National Canal Museum, 2750 Hugh Moore Park Road, Easton, PA; remote for meetings and events as needed. |
| Reports to: | Director of Museum & Education |
| Type/Term of Employment: | Permanent, Part Time, Non-exempt, Hourly |
| Hours: | January – April, weekdays (15 - 20 hrs. per week), May, weekdays, and weekends (20 - 25 hrs. per week) June – September, Wednesday – Sunday (30 - 40 hrs. per week) October-December, weekdays, and weekends (20 - 25 hrs. per week) Special events may require evening work and extra hours. |
| Compensation: | \$15.00 - \$17.00/hour |
| Expected State Date: | November 1, 2021 |

HOW TO APPLY: Applications are reviewed on a rolling basis and position open until filled. Applications should be submitted at delawareandlehigh.org/about/team/ under Employment Opportunities.

The Delaware & Lehigh National Heritage Corridor is currently seeking someone who loves animals and working with the public. The successful candidate will have **excellent** “people”, “animal”, computer, and organizational skills and need to possess time management and prioritization abilities.

General: The Visitor Services and Mule Care Supervisor is responsible for overseeing the daily operation of the National Canal Museum, its mule-drawn canal boat, and other related activities during the open season (April through December). He/she/they hires, trains, supervises, and supports a team of Canal Boat Crew Members, Welcome Center Hosts, and museum volunteers.

The Visitor Services and Mule Care Supervisor models excellent customer service for the team and ensures that museum policies (including COVID safety protocols) are followed. He/she/they is safety-minded and takes charge of emergency/injury situations. With the assistance of other D&L staff, he/she/they facilitates successful execution of special events and promotes sales of D&L memberships.

The Visitor Services and Mule Care Supervisor assists the Museum and Education Director and Canal Boat Crew in overseeing the care, health, and well-being of the mules. During months when the museum is closed, the Visitor Services and Mule Care Supervisor advances visitor group attendance by actively promoting the museum to local youth and adult groups, planning visits, and working with the Education Manager in the development of activities for visiting groups.

Position responsibilities:

- Hire, train, support and supervise the Canal Boat Crew, Welcome Center Hosts, and museum volunteers
- Oversee the care, health, and well-being of the mules, including ordering of feed/supplies and scheduling vet and farrier appointments
- Responsible for opening and closing the museum
- Handling of customer service issues as they arise
- Operate and troubleshoot the point-of-sale system and update inventory numbers as needed
- Lead weekly museum staff check-ins and monthly canal boat safety meetings
- Fill in for other museum and visitor services positions upon staff absence
- Maintain museum exhibits, including straightening, light cleaning and disinfecting of exhibit components
- Take charge of emergency/injury situations, including the completion of incident reports when necessary
- Prioritize and delegate tasks for staff and volunteers as needed
- Enforce museum policies, including COVID protocols
- Facilitate successful execution of special events
- Encourage sales of memberships
- Promote and plan group visits
- Attend and participate in monthly staff meetings during the museum season and annual full-day staff retreat(s)
- Other duties as assigned

Consults and Works Closely with:

- Executive Director
- Education Manager
- Historian & Archives Coordinator
- Community Engagement Manager
- Finance & Personnel Manager
- Facilities & Infrastructure Manager

Supervises:

- Seasonal Canal Boat Crew
- Seasonal Welcome Center Hosts
- Seasonal Museum Docent Volunteers

Qualifications/Requirements:

- Education and/or work experience involving guest services, museum interpretation, management, and/or sales
- Ability to interact positively with co-workers, children, adults, and Mules!
- Experience working with equines preferable
- Outstanding managerial and organizational abilities
- Excellent written and oral communication skills as well as collaborative skills to work with staff across the Museum
- Proficiency with computers including POS systems (preferably Square) and Microsoft Office Suite
- Ability to manage people and projects in a creative and fast-paced professional environment
- An energetic, forward-thinking, and creative individual with high ethical standards and excellent problem-solving skills
- Persistent self-motivator who can work with minimal oversight and achieve team goals on a consistent basis

- Commitment to providing exceptional customer service to children and adults
- Willingness to undergo Child Abuse clearances and CPR, AED, and First Aid certifications
- Ability to adapt to changing circumstances and follow all COVID-19 protocols
- Ability to work weekends and evenings
- Valid driver's license in good standing
- All employees are required to act respectfully toward individual co-workers and toward the D&L's overall organizational structure following D&L Community Values
- Must be fluent in English; bilingual ability would be a plus

Physical Demands: Work requires a variety of physical activity including standing, walking, and sitting for extended periods; bending, kneeling, climbing, reaching, and lifting minimum of 35 lbs. as needed. The employee is required to use hands to feel and handle objects, keyboarding, exhibit cleaning, maintenance, and manipulating activities. Specific vision abilities required by this job include close vision, distance vision, color vision and depth perception to observe exhibit space, view activities and exhibit components, and use a computer. Speech abilities required for heavy communication with staff, children and adult public. Hearing required for face-to-face and telephone conversations with staff and public. The position requires the ability to work during non-standard hours when the need arises. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Work Environment: The work environment described here is representative of that encountered by the employee while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Job duties require working in an office setting, outdoor environment (at times in high heat, humidity, cold and/or precipitation), on canal boat, in museum, and occasional off-site meetings. Must be able to tolerate dust, work around animals and the outdoor environment. The noise level in the office environment is usually moderate due to open office layout with a high level of activity on phone, computers, and printers.

Background: The Delaware & Lehigh National Heritage Corridor (D&L) preserves the historic pathway that carried anthracite coal and iron from Wilkes-Barre to Bristol, PA. The organization was established by Congress in 1988 to celebrate our nationally significant story centered on the transport of anthracite coal from the mines of Luzerne and Carbon County to the markets in the Lehigh Valley and Philadelphia (via Bucks County). The D&L Trail is a multi-use trail spanning over 165 miles from the mountains of northeast Pennsylvania, along rivers and through the Lehigh Valley and Bucks County. In 2017, D&L merged with the National Canal Museum to incorporate the archives, museum, canal boat and educational programs into preservation and education efforts. Today, we are an AAM accredited Smithsonian Affiliate and an organization with the ability to connect people to unique experiences in nature and the environment, community and economic impact, health and recreation, history, preservation, and education.

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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.