



ANNOUNCEMENT OF OPEN POSITION

Title of the position:	Welcome Center Host
Location:	Delaware & Lehigh National Heritage Corridor Headquarters & National Canal Museum 2750 Hugh Moore Park Rd, Easton, PA 18042
Reports to:	Visitor Service Manager
Term of employment:	Temporary, non-exempt; hourly, June through October
Expected Hours for 2022:	June – September, weekends only or in combination with at least one weekday (Wednesday – Friday), 11:00am – 5:00pm (approx. 12-30 hrs. per week); October, weekends, 11:00am – 5:00pm (approx. 12 hrs. per week); Actual hours may vary and some special events may require evening hours
Compensation:	\$11.00/ hour

The Delaware & Lehigh National Heritage Corridor and National Canal Museum is looking for organized, approachable staff who enjoy being active to work as seasonal Welcome Center Hosts. Hosts need to be safety-oriented, dependable and have strong customer service and decision-making skills.

Welcome Center Hosts serve as our visitors' first point of contact upon arrival and set the tone for their day. In addition to providing a warm welcome, hosts are responsible for assisting 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, kayaks and canoes) to visitors. Position requires a friendly and welcoming attitude, good communication skills, attention to detail, ability to operate point of sale system, and current child abuse and criminal history clearances.

Core Responsibilities:

- Provide the highest level of customer service for all visitors
- Assist visitors with questions about museum and park amenities, directions, canal history, other attractions within D&L Corridor, etc.
- Use the Point of Sale system to process museum/boat admissions, equipment rentals, and food/drink sales
- Assist with rentals of paddleboats, canoes, kayaks 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
- Be prepared to handle emergency situations and deliver first aid if appropriate
- Attend and participate in annual full-day staff retreat(s)
- Other duties as assigned

Requirements:

- Must be at least 18 years old (exceptions may be made for responsible applicants aged 16 or 17)
- Must have transportation (work site is not serviced by public transportation)
- Must be fluent in English with good communication skills and a friendly, helpful attitude
- Ability to perform basic computer functions, including Point of Sale systems
- Capable of responsible cash-handling
- Willingness to gain a familiarity with the cultural, industrial and environmental history of the Delaware & Lehigh National Heritage Corridor
- Must complete and clear PA State Police criminal history clearance, PA Child Abuse clearance, and FBI federal criminal history clearance
- Current CPR and 1st Aid certification required (may be obtained after promise of employment) and willingness to respond in emergency situations
- Ability to adapt to changing circumstances and work independently or with a team
- Must be able to demonstrate proficiency and comfort with physical job requirements
- May require the ability to work during non-standard hours when the need arises

Preferred Qualifications:

- Spanish language skills
- Previous customer service experience
- Experience using Square (Point of Sale system)
- Experience with bicycles, kayaks and/or canoes
- A demonstrated interest in history and in sharing it with others

This position participates in a seasonal performance review. All employees are required to act respectfully toward individual co-workers and toward the D&L's overall organizational structure.

Physical Demands: Work requires a variety of physical activity including standing, sitting, walking, bending, kneeling, reaching over head and away from the body, lifting minimum of 35 lbs, crouching, talking, and hearing. Walking is required as well as some work from a dock in the canal. Specific vision abilities required by this job include close vision, distance vision, and depth perception. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Work Environment: Job duties require working both indoors (climate-controlled Welcome Center) and outdoors (throughout the park, on the trail and canal dock) at times in high heat/humidity, cold, and the rain. 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 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.

HOW TO APPLY: Application is open until filled. Applications should be submitted at delawareandlehigh.org/about/team/ under Employment Opportunities.

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.