



Manager of Tourism and Receptive Services
Homestead, PA
Full-time

Who We Are

Rivers of Steel Heritage Corporation, managers of the Rivers of Steel National and State Heritage Area, is looking to fill the recently vacated position of Manager of Tourism and Receptive Services. The Manager of Tourism and Receptive Services will be responsible for the sales, development and outreach of all tours, a highly profitable business subsidiary of Rivers of Steel.

Rivers of Steel is one of 49 National Heritage Areas designated by the U.S. Congress of the United States. It is also designated as a state Heritage Area by the Commonwealth of Pennsylvania. These designations allow Rivers of Steel to work with communities, businesses, local governments, and other partners to promote the region's industrial and cultural heritage and to develop ways to generate tourism and community economic development in Southwestern Pennsylvania. Rivers of Steel's variety of programming provides unique access to public funding through Rivers of Steel's network within the National Park Service and the Pennsylvania Department of Conservation and Natural Resources. Rivers of Steel also operates RiverQuest, a successful river-based environmental education school program. It is the combination of all these programs and the operating philosophy of Rivers of Steel that creates the opportunity for a revenue-generating subsidiary business through Rivers of Steel's successful tours and receptive services. For additional information, please visit www.riversofsteel.com.

Position Description

The Manager of Tourism and Receptive Services is responsible for overseeing the development, promotion, implementation, growth and evaluation of all components of Rivers of Steel's established and successful tourism business. The Manager of Tourism and Receptive Services will report to the Director of Sales and Marketing and work in partnership with the Director of Administration to advance Rivers of Steel's outreach, marketing, promotion and sales of in-bound destination tourism and in-house tours. The Manager of Tourism and Receptive Services will work with an established list of clients and regional partners while growing the business and further building Rivers of Steel's tourism revenue opportunities. S/he will also work with the Rivers of Steel staff to create, further develop and advance new and existing in-house tours of Rivers of Steel's sites including the Carrie Furnaces National Historic Landmark, the Battle of Homestead Site, the Bost Building National Historic Landmark, and the W.A. Young & Sons

Foundry and Machine Shop National Historic Landmark. In addition, the Manager of Tourism and Receptive Services will play a key role in the development of public tours and programs with the newly acquired RiverQuest Explorer, a 94-foot ship that sails Pittsburgh's rivers.

Requirements

This position requires a detail-oriented person, with an established knowledge of the tourism industry in Pittsburgh and western Pennsylvania. The Manager of Tourism and Receptive Services will be Rivers of Steel's sales agent with the motor coach industry, tour companies, and partner destinations, sites, and attractions.

External Relations

- Actively initiate, develop, and nurture relationships with potential customers and attractions, accommodations, and meal venues within Rivers of Steel's receptive services region;
- Promote and sell tour packages to motor coach and tour companies, and others to develop business and generate revenue through all appropriate methods (i.e. attending trade shows and conventions, conducting sales visits in target markets, cold calling, and others); and,
- Negotiate with business partners for optimal revenue.

Research and Development

- Research, develop and refine creative and unique experiential itineraries;
- Cultivate and maintain relationships with existing and new vendors (i.e. attractions, accommodations, meal venues, and others); and,
- Develop and implement new experiences for the customer.

Quality Assurance

- Ensure visitors enjoy a high-quality experience by testing and evaluating all accommodations, attractions, and meal venues;
- Survey and/or interview guides, visitors, and motor coach vendors to ensure the trips are meeting and/or exceeding expectations; and,
- Identify and remediate any problems or issues that arise.

Step-on Guide Coordination

- Recruit, orient and train, and continuously monitor all volunteer and paid step-on guides to ensure an outstanding experience for visitors.

In-House Tours

- Develop, refine and lead new and existing in-house tours of industrial heritage facilities individually and as a part of the above packaged tours;
- Manage tour guides, tour bookings, tour packaging and pricing to encourage attendance and improve overall visibility; and,

- Coordinate public tour schedule, private tour bookings, and staffing to ensure delivery of a first-rate visitor experience.

Qualifications

Applicants need to be extremely detail oriented and organized, personable and outgoing. This position requires a positive attitude, teamwork and dedication to the service of Rivers of Steel's clients. Some travel required and flexible work hours during tour season.

Applicants must also have good writing and math skills and enjoy working with people. Computer proficiency is required including Word, Excel, Access and customer relations management software programs.

Applicants must be able to work well under pressure and meet deadlines that vary in volume from day to day. Daily and weekly hours during tour season may vary may be and challenging. Physical requirements include accompanying tour bus groups on and off buses, assisting groups at various attractions, hotels and restaurants. Previous tourism, group sales experience and knowledge of Pittsburgh's, western Pennsylvania's, and eastern Ohio's cultural and historic attractions and visitor attractions is a plus.

B.A. or B.S. from an accredited college or university is preferred.

Rivers of Steel provides a competitive compensation package, including health, retirement, paid vacation and sick leave and other benefits. Rivers of Steel is an equal opportunity employer and does not discriminate in hiring, transferring, promoting, terminating, paying, training, benefits or any other actions affecting employees. Rivers of Steel does not make any personnel decisions based on an employee's race, color, sex, age, national origin, religion, ancestry, marital status, veteran's status, non-job related disability or handicap, or other prohibited criteria as these terms are used under applicable law. Rivers of Steel abides by applicable federal, state, and local laws that govern human rights in the employment process.

Submission

Please provide a detailed resume and cover letter delineating your relevant experience to employment@riversofsteel.com. This job description will remain open until the position is filled.