

Rivers of Steel Tour Guide
Part-time, Seasonal**Who We Are**

Rivers of Steel Heritage Corporation, managers of the Rivers of Steel National Heritage Area, is looking to hire several new tour guides for our various attractions, including the Carrie Blast Furnace National Historic Landmark in Swissvale; onboard our riverboat, the *Explorer*, docked on Pittsburgh's North Shore; and as a step-on guide for motorcoach tours.

Rivers of Steel works to elevate the economic and cultural capacity of western Pennsylvania. Founded on the principles of heritage development, community partnership, and a reverence for the region's natural and cultural resources, Rivers of Steel develops dynamic initiatives and fosters transformative experiences designed to engage, educate, examine and excite.

One of the ways Rivers of Steel achieves this is by offering public tours of Pittsburgh and southwestern PA. Tours highlight the ways the region's industrial heritage is linked to both its colonial past and its multifaceted present, as well as how its natural and cultural resources contribute to this nationally important landscape. Rivers of Steel's industrial heritage attractions include the Carrie Blast 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. Additionally, Rivers of Steel operates the 94' *Explorer* riverboat, which traverses Pittsburgh's three rivers and allows for a unique perspective in conjunction with this historical narrative.

In addition to promoting heritage tourism and conservation, Rivers of Steel seeks to strengthen the vitality of the region through a variety of programs that focus on education, arts and culture, natural and recreational resources, and economic and community redevelopment. In furtherance of this mission, Rivers of Steel partners with local community organizations, businesses, other nonprofits, governments and individuals throughout the greater Pittsburgh area, and along the Monongahela, Allegheny and Ohio River valleys – the very places that gave birth to the most powerful industrial heartland the world has ever seen.

For additional information, please visit www.riversofsteel.com.

Position Description

Rivers of Steel Tour Guides are engaging, informed, and enthusiastic individuals who provide interpretive, guided experiences for public and private groups. Guides report to the Manager of Tourism and Visitor Experience, and work in partnership with our administrative, education and historic resources departments. Guides work with site coordinators, facilities managers and educational staff regularly.

Guides will lead new and existing in-house tours of Rivers of Steel's sites, primarily at the Carrie Blast Furnaces National Historic Landmark, and onboard the *Explorer* riverboat. Step-on guides are also needed to lead motorcoach groups on narrated tours throughout western Pennsylvania.

Rivers of Steel offers a dynamic, lifelong learning environment. Tour guides are a valuable and esteemed addition to our team, and the work environment is collegial and stimulative. Additional opportunities exist to assist with research, program preparation and development, along with teaching opportunities for educational groups. These additional opportunities will be based on experience and interest.

This is a part time, seasonal position. Rate is \$15 per hour without benefits; paid training is provided.

Requirements

This position requires a dynamic personality with enthusiasm for the history and culture of western Pennsylvania. As an ambassador of Rivers of Steel, guides are expected to enjoy working with the public, set a positive tone on each tour, and maintain a general knowledge of the organization's programming to be able to invite the public to experience our sites in different ways. The position includes a mix of team collaboration and independent self-management. The ability to work weekends is essential and some holidays.

Guides should be resourceful and proactive workers who can troubleshoot and resolve unexpected situations that may arise during the course of a tour or program. Instinctive customer service skills are vital to work with guests in a pleasant and professional manner.

Guides are expected to attend all meetings and trainings, including those related to content, safety, customer service, etc.

Guides are required to master tour content, scripts, and equipment, including audio/visual and point-of-sale systems. Duties vary by tour location.

Qualifications

Guides should have strong communication skills and the ability to speak effectively and confidently in front of an audience. This includes the ability to inform and engage guests / tourists as an articulate, energetic presenter and to deliver exceptional customer service.

Visitors on our tours include local residents, tourists, student, corporate, social and motorcoach tour groups. Empathy and adaptability is key to be able to interact with people from different backgrounds and to adapt tours to the interests of a specific audience. Strong and clear verbal communication and presentation skills are assets to this role, as is time management to ensure that tours start and finish on time.

Previous experience as a tour guide, docent or educator is preferred. Previous tourism experience and knowledge of western Pennsylvania's cultural and historic attractions and visitor attractions is a plus.

Physical requirements include the ability to move freely throughout the *Explorer* vessel, walk across uneven terrain at the Carrie Furnaces site, and accompanying motorcoach groups on and off buses.

Guides must have Pennsylvania Act 33/34 and FBI clearances. Guides for *Explorer* are also be subject to a pre-employment drug screen and may be included in a subsequent random drug screen pool.

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 through January 22, 2018.

An orientation and training period will take place prior to the start of the tour season in the spring.