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## Rivers of Steel Tour Guide Homestead, PA Part-time, Seasonal

### Who We Are

Rivers of Steel Heritage Corporation, managers of the Rivers of Steel National and State Heritage Areas, is looking hire several new tour guides for our various attractions, including the Carrie Furnace National Historic Landmark in Swissvale and onboard our ship, the *Explorer*.

Rivers of Steel Heritage Corporation conserves, interprets and develops historical, cultural and recreational resources throughout western Pennsylvania, including the eight counties that comprise the Rivers of Steel National and State Heritage Areas. The dynamic and powerful story of the region's evolution from colonial settlement to "Big Steel" to the modern era is evident in its many artifacts, buildings, vibrant communities and industrial sites. Its vision is to become a nationally recognized brand that not only celebrates our past but also embraces our future, by connecting people to their environs. To achieve these ends, it fosters and promotes resource conservation and development, heritage tourism, cultural and educational programs and economic revitalization in partnership with hundreds of local communities, businesses, local governments and other partners, in 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.

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 to engage the public through Rivers of Steel's successful tours and receptive services. For additional information, please visit [www.riversofsteel.com](http://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 Receptive Services, 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 including the Carrie Furnaces National Historic Landmark, the Battle of Homestead Site, the Bost Building National Historic Landmark, all in Allegheny County, and the W.A. Young & Sons Foundry and Machine Shop National Historic Landmark in Greene County. Additionally, guides will narrate public tours and provide interpretive support for programs on the newly acquired RiverQuest *Explorer*, a 94-foot ship that sails Pittsburgh's rivers. Guides also have the opportunity to fulfill a host role, providing customer service at signature events.

**Please note:** *While guides are needed for the various sites at times, the predominant roles as a tour guide will be for sightseeing tours on the boat and for the Carrie Blast Furnace tour. Opportunities to guide at additional locations will be based on experience and interest. Paid training is provided.*

## **Requirements**

This position requires a dynamic personality with enthusiasm for the history and culture of southwestern Pennsylvania. Guides are expected to enjoy working with the public and work well in a team environment. The ability to work weekends and holidays is essential.

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 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.

Guides should have the ability to interact comfortably with people of diverse backgrounds and interests. This position requires a positive attitude, teamwork and dedication to the service of Rivers of Steel's clients and guests.

Previous experience as a tour guide, docent or educator is preferred. Candidates with customer service experience will be considered.

Previous tourism experience and knowledge of Pittsburgh's and southwestern 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 motor coach groups on and off buses.

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

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

Rivers of Steel offers a dynamic, lifelong learning environment. Additional opportunities exist to assist with research, program preparation and development, along with teaching opportunities for educational groups. Tour guides are a valuable and esteemed addition to our team, and the work environment is collegial and stimulating.

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](mailto:employment@riversofsteel.com). This job description will remain open through July 31, 2017.