

TOUR GUIDE

Part-Time, Seasonal Position



Rivers of Steel Heritage Corporation, managers of the Rivers of Steel National Heritage Area, is seeking part-time, seasonal tour guides to inform and engage guests during tours onboard motorcoaches and the *Explorer* riverboat.

POSITION DESCRIPTION

Rivers of Steel's tour guides are engaging, knowledgeable, and enthusiastic individuals who provide interpretive experiences for public and private groups. The position also involves greeting and checking in guests using the Altru ticketing and point of sale (POS) system, and the use of audio / visual equipment to ensure a high quality tour experience. Guides report to the manager of tourism and visitor experience, and work in partnership with our administrative, boat crew, education, and historic resources departments.

There are opportunities to deliver tours onboard Rivers of Steel's [Explorer riverboat](#), and also onboard motorcoaches touring the region. On the *Explorer*, guides will deliver the 90-minute [Uniquely Pittsburgh Sightseeing Tour](#) to audiences of public and private groups. This tour is delivered from a script to create a consistent touring experience, but there is room for personality and some adaptation. When not narrating the *Uniquely Pittsburgh* tour, guides are also scheduled to greet guests, monitor the audio / visual technology, and answer guest questions while providing high-level customer service.

When guiding [motorcoach touring groups](#), guides may direct and narrate driving tours of the region, steward the timing and logistics of single or multiday itineraries, and add historic and cultural context while escorting the group to various attractions and restaurants. Tours are offered on a variety of different topics and themes. These motorcoach tours may involve the development of tour materials. Guides will work closely with the group's leader and driver.

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 stimulating. Additional opportunities exist to assist with research, program preparation and development, and teaching opportunities for educational programs. These additional opportunities will be based on experience and interest.

QUALIFICATIONS & REQUIREMENTS

Qualified candidates will possess the following attributes:

- Strong communication skills, and the ability to speak effectively and confidently in front of an audience, often using a microphone. Storytelling skills are highly valued.
- Ability to learn and recall tour content for delivery; notes and tour documents are permitted
- 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

**RIVERS
OF STEEL**

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- Comfortable using computers to check in guests and process ticket sales, and also using audio / visual equipment. Training will be provided.
- Time management skills are essential to ensure that tours start and finish on time.
- 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.
- Empathy and flexibility is key to be able to interact with people from different ages and backgrounds, and to adapt tours to the interests of a specific audience. Tour guests include local residents, tourists, students, corporate groups, families, and social groups.
- Previous experience as a tour guide, docent, or educator is preferred. Previous tourism experience and knowledge of western Pennsylvania's cultural and historic attractions is a plus.
- Physical requirements include the ability to move freely throughout the *Explorer* vessel and accompany motorcoach groups on and off buses. Lifting of up to 40 pounds may occasionally be required to load materials on and off buses, and on and off the *Explorer* riverboat.

POSITION COMPENSATION & DETAILS

- This is a part-time, seasonal position, mostly active between April and October
- Hourly rate is \$20.00 per hour with accruable paid sick leave.
- Public tours will be offered Thursdays through Sundays on the *Explorer* riverboat, with private bookings occurring on other days of the week. Select weekend evening or holiday shifts may be required.
- Motorcoach tour schedules vary widely, but are planned and assigned based on guide availability. Paid training is provided for both tour types.
- Guides on the *Explorer* riverboat will typically report to work at Rivers of Steel's dock, located on Pittsburgh's North Shore behind the Carnegie Science Center. Guides for motorcoach tours start and end the day at various locations around the city; transportation logistics are included in the tour preparations.
- Guides must have Pennsylvania Act 33/34 and FBI Clearances. Guides for *Explorer* are also to be subject to a pre-employment drug screen and inclusion in a subsequent random drug screen pool.
- All employees are required to be fully vaccinated for COVID-19 or submit to a weekly COVID test.

ABOUT RIVERS OF STEEL

Founded on the principles of heritage development, community partnership, and a reverence for the region's natural and shared resources, Rivers of Steel strengthens the economic and cultural fabric of western Pennsylvania by fostering dynamic initiatives and transformative experiences.

Rivers of Steel showcases the artistry and innovation of our region's industrial and cultural heritage through its historical and 21st-century attractions—offering unique experiences via tours, workshops, exhibitions, festivals, and more. Behind the scenes, Rivers of Steel supports economic revitalization, working at the grassroots level to deepen community partnerships, promote heritage tourism, and preserve local recreational and cultural resources for future generations.



APPLICATION INSTRUCTIONS

Please provide a detailed resume and cover letter delineating your relevant experience to tours@riversofsteel.com.

Applications will be accepted until the position is filled; however, applications received on or before March 7, 2022 will receive priority consideration. Only applicants most closely qualified for the position will be contacted for an interview.

Rivers of Steel is an equal opportunity employer and does not discriminate in hiring, transferring, promoting, terminating, paying, training, benefits, or other actions affecting employees. Rivers of Steel does not make any personnel decisions based on 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.

