

# TOURISM COORDINATOR

## Full-Time with Benefits



Rivers of Steel Heritage Corporation, which manages the Rivers of Steel National Heritage Area, is seeking a full-time tourism coordinator to support tourism initiatives and deliver hospitality-minded customer service.

### POSITION DESCRIPTION

The tourism coordinator is an integral position within Rivers of Steel, supporting the smooth operation of the organization's heritage tourism department. This department promotes, books, and executes group tours across a wide variety of themes and interests to showcase southwestern Pennsylvania's cultural and industrial legacy while creating a profound impact on the local economy. Rivers of Steel tours are designed for locals and visitors alike and include both Rivers of Steel's attractions and external tourism partners throughout the region. In addition to supporting these group tours, the tourism coordinator will be the face of the Visitors' Center for the Rivers of Steel National Heritage Area, operating from the front desk of the Bost Building in Homestead, assisting with visitor inquiries.

The position reports to the manager of tourism and visitor experience. The tourism coordinator will handle group tour coordination, front-line customer service support, and other departmental and organizational duties as assigned.

### Group & Private Tour Coordination

- Coordinating and communicating with tourism vendors (attractions, restaurants, hotels, etc.) to confirm availability, pricing, and logistical details while fostering a positive working relationship with partners throughout the region
- Stewarding the internal tour booking processes, involving itineraries, contracts, invoicing, deposits, tour preparation, and file management
- Providing day-of tour logistical support on- and offsite, as needed

### Visitors' Center Customer Service

- Greeting / orienting in-person visitors to the Bost Building in Homestead, PA and processing gift shop sales
- Replying to and directing inquiries about Rivers of Steel's tours, programs, and workshops, and other inquiries
- Assisting with ticket sales, refunds, and other customer support

Database and project management skills are essential in executing these tasks, as is the ability to create and adhere to system processes while maintaining an exceptional attention to detail. An ability to write and communicate clearly and effectively is important.

This full-time position is based at Rivers of Steel's main office at the Bost Building, located at 623 E. Eighth Avenue, Homestead, PA 15120.

**RIVERS  
OF STEEL**

623 East Eighth Avenue  
Homestead, Pennsylvania 15120

412.464.4020 [riversofsteel.com](http://riversofsteel.com)

## QUALIFICATIONS

Qualified candidates will possess the following attributes:

- Project management and organizational skills, displaying accuracy in individual work
- Relationship-building skills, reflecting the ability to effectively communicate with tourism partners, vendors, visitors, and staff
- Point of sale (POS) and customer relationship management (CRM) database experience paired with digital problem solving skills
- Ability to identify trends in data and create reports to enable stronger organizational decision making
- Ability to create and maintain systems that keep the client and vendor booking process on track, being mindful of deposit and reservation deadlines
- Hospitality-minded approach to customer service
- Comfortable working independently and collaboratively
- Demonstrated ability to make self-directed decisions and prioritize responsibilities
- Strong computer proficiency and experience with all Microsoft Office applications, the Google Workspace, and other office software; experience with Altru / Blackbaud a bonus
- Respect for confidentiality
- Enthusiasm for Rivers of Steel's mission; demonstrated passion for arts and culture, history, community engagement, and / or tourism—as an ambassador of Rivers of Steel, applicants are expected to enjoy working with the public and develop an evolving knowledge of the organization's and the region's cultural assets

## REQUIREMENTS

Applicants should have two (2) or more years of relevant or commensurate experience. Applicants with associate, trade school, and college degrees will be considered. Nonprofit and tourism experience is a plus. Proficiency with computers, including writing and revising text and formulas in Microsoft Word and Excel is essential. Candidates should be comfortable using the telephone and learning new software systems.

## PHYSICAL DEMANDS AND WORK SCHEDULE

- Candidates must possess a valid Pennsylvania driver's license, and have a reliable vehicle available for work use
- Must clear all applicable Commonwealth of Pennsylvania background checks, including Pennsylvania State Police, Pennsylvania Child Abuse History, and FBI fingerprinting
- All employees are required to be fully vaccinated for COVID-19 or submit to a weekly COVID test.
- Ability to undertake some physical activity and work including light lifting
- Availability to work weekdays and occasional evenings / weekends and holidays
- While the majority of this position requires the candidate to work at the office, some travel is required to support on-the-ground tourism logistics or occasional work at Rivers of Steel's attractions. While the position is not hybrid, it does offer the flexibility needed to balance work-life demands.
- During the continuing COVID-19 pandemic, the organization is prioritizing employee and visitor health, offering employees the ability to work from home during times of peak transmission.



## **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 [employment@riversofsteel.com](mailto:employment@riversofsteel.com).

Applications will be accepted until the position is filled; however, applications received on or before February 28, 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.

## **SALARY & BENEFITS**

Rivers of Steel offers a competitive salary and employee benefits compensation package including health, retirement, vacation, and leave time.

