

- Proactively resolve problems and conflicts that surface.
- Work is conducted at various times of the day, including during the evening, on weekends, holidays, and irregular hours as necessary to meet deadlines and achieve objectives.
- Perform other related duties as apparent or assigned.
- Keep the Visitor Experience Supervisor, and when appropriate, the Director of Visitor Experience promptly informed of matters as they relate to the department and PPC.
- Perform other related duties as apparent or assigned.

The Way We Work - The Employees of the Pittsburgh Parks Conservancy:

- Work and accept responsibility to search for, create and execute new and innovative approaches to improve the performance of Conservancy strategies and objectives.
- Foster meaningful interaction among diverse individuals through the exchange of information to produce understanding.
- Continuously develop and use effective strategies and interpersonal styles to engage and guide others toward the accomplishment of identified objectives and goals in the best interest of the Parks Conservancy.
- Consistently work toward the common good of the organization and encourage others to do the same.
- Conduct themselves at all times in a professionally appropriate and respectful manner.
- Apply the proper safety/security practices according to established protocols, guidelines and policies.
- Maintain strong work ethic and demonstrate flexibility.

Knowledge of (position requirements at entry)

- Outstanding customer service principles and practices within a diverse work and customer environment.

Skills and Ability to (position requirements at entry):

- Understand and appropriately adhere to organization policies and procedures.
- Enjoy and provide outstanding customer service within a diverse work and customer environment.
- Solve problems; negotiate effective and appropriate solutions to difficult conflicts; and effectively handle critical, controversial, confidential, and/or sensitive matters.
- Demonstrate self-motivation and take advantage of emerging opportunities.
- Provide both oral and written communication that is easily understood and direct in its content and listen effectively to thoroughly understand the intended message with sensitivity to nuance and a communication style that is open, cordial and issues-focused.
- Demonstrate proficiency in English.
- Demonstrate unimpeachable personal integrity and trustworthiness.
- Establish and maintain effective, respectful and productive working relationships.
- Show respect and sensitivity for cultural differences.
- Handle matters with highest degree of professionalism, including maintaining appropriate levels of confidentiality.
- Approach situation analysis and problem solving through the lens of racial equity, including use of effective and appropriate engagement with people from diverse communities.

Training and Experience (position requirements at entry):

- Experience in customer service is preferred.
- First Aid and CPR certification required (obtained within 6 months of work start)

- The following three background clearances are required: Department of Human Services Child Abuse History Clearance; Pennsylvania State Police Request for Criminal Records Check; Federal Criminal History Record Information (CHRI)

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The physical ability to walk, stand, stoop, bend, kneel, crouch, reach, pull, push, finger, feel, grasp, lift, talk, see, hear and perform repetitive motions. The ability to remain in a sitting or standing position for extended periods of time.

Operating equipment requiring continuous or repetitive hand/arm movements.

The incumbent may be required to traverse on rough, uneven terrain, as well as wet and slippery surfaces and to ascend and descend ladders to access work areas.

Exerting up to 20 pounds of force occasionally, and/or a negligible amount of force constantly to move objects. The work may occasionally involve the ability to lift up to 30 lbs.

The ability to perform job duties for extended periods of time in all weather.

Must be available all shifts, including holidays, evenings and weekends.