



Oregon City Municipal Elevator Guide & Visitor Services Associate

The Downtown Oregon City Association seeks dedicated individuals that are passionate about Oregon City. Elevator Guide & Visitor Services Associates will take part in the long-time tradition of operating the elevator. The municipal elevator is one of the only elevators in Oregon that is still operated by attendants. Beginning in 2017, Elevator Guides will not only operate the elevator but be responsible for visitor services – providing pertinent up-to-date information to riders.

ABOUT DOWNTOWN OREGON CITY

Downtown Oregon City is the historic home of the City of Oregon City, the first incorporated city west of the Rocky Mountains. Situated at the end of the Oregon Trail, the district plays an important role in Oregon's history. Today, Downtown is a revitalizing business district known for its burgeoning restaurant scene and an increasing array of eclectic retailers.

ABOUT THE OREGON CITY MUNICIPAL ELEVATOR

The Oregon City Municipal Elevator celebrated its 100th year of service in 2015. Originally built in 1915 and replaced in 1955, it is a National Register historic landmark. The elevator serves as an important pedestrian transportation link between downtown Oregon City and the McLoughlin neighborhood and is an important Oregon City icon. It is considered the only "vertical street" in North America and is one of the only elevators still operated by an attendant in Oregon. It is the fifth most highly ranked tourist destination in Clackamas County according to Trip Advisor, behind very popular Mt. Hood destinations. From the observatory at the top of the elevator, visitors are able to see a panoramic view of Willamette Falls and the Willamette River, West Linn, and Downtown Oregon City. Part of its tradition includes handing out "free ride" cards to visitors. The elevator facility is open to pedestrians and visitors seven days a week.

ABOUT THE VISITOR SERVICES PROGRAM

Elevator Guides have always been considered ambassadors for Oregon City. Guides ensure positive interaction with locals and visitors alike. Elevator Guides are cross-trained to be tourism ambassadors and to operate the elevator. As part of its contract with the city, the Downtown Oregon City Association will be working on creating a new enhanced visitor services program that will increase interaction with tourists and other downtown visitors. The visitor services program is in its infancy but may include employees paired up with volunteers and providing relevant historical and related tourism information as a tour guide in the elevator observatory.

ABOUT THE ORGANIZATION

Formed in 2009 as Main Street Oregon City, the Downtown Oregon City Association (DOCA) is an award-winning 501(c)(3) charitable non-profit organization focused on the revitalization of Oregon City's 172-year-old downtown. DOCA is supported by a 13-member volunteer board of directors, five volunteer committees, and over 150 annual volunteers. Including elevator operations, it will have approximately 10 staff members working on a broad cross-section of projects; all designed to support a more vibrant community, preserve and restore Oregon

City's historic civic center, and enhance the economic opportunity of Oregon City's citizens and entrepreneurs. DOCA's programs are rooted in four key areas, promotions, marketing, and tourism, design and beautification, economic enhancement and research, and community engagement.

DOCA is most known for Oregon City's most prominent civic events including the Oregon City Antique Fair and Vintage Market, First City Celebration, Oregon Trail Brew Fest, Cruise to Downtown Oregon City Car Show, and Oregon Trail™ Game 5k — Downtown's civic events have over 20,000 attendees per year. On event days, the municipal elevator can have as many as 1,000 passengers per hour. Beyond events, DOCA has been pivotal in helping downtown recruit new businesses, helping property owners to restore or reconstruct their facades, conducts economic research and advocates for programs that supports the continued growth of existing businesses and the recruitment of new qualified businesses, and conducts community-wide outreach.

APPLICATION INSTRUCTIONS

Applicants are encouraged to learn more about the Municipal Elevator and historic Oregon City. Visit websites, talk to friends and family that are familiar with Oregon City, and if your schedule allows, visit downtown, the elevator, and the McLoughlin Promenade! Successful guides don't need to have prior knowledge about the elevator or Oregon City's history but they need to be inspired by it and demonstrate a passion for it.

Required Materials:

- Cover Letter
- Resume

Applications are reviewed as staffing needs arise. For consideration in our initial hiring round, qualified applicants should submit all application materials no later than **Friday, January 6, 2017** to jon@downtownoregoncity.org. Questions about the application and posting should be forwarded by email.

Main Street Oregon City (DBA Downtown Oregon City Association) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Main Street Oregon City complies with applicable state and local laws governing nondiscrimination. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Main Street Oregon City expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Main Street Oregon City's employees to perform their job duties may result in discipline up to and including discharge.

JOB DESCRIPTION

Position: Elevator Guide & Visitor Services Associate
Status: Hourly, Non-Exempt, Part-Time (less than 36 hours/week)
depending on shift availability
Reports to: Oregon City Municipal Elevator & Visitor Services Manager
Starting Wage: \$9.75 to \$12.00 depending on qualifications, wage scale
increases with Portland Metro/Oregon minimum wage rate increases

QUALIFICATIONS AND EXPERIENCE

- Successfully pass a criminal background check.
- Customer service, tourism, or retail experience.
- Strong interpersonal communication skills.
- Ability to work independently.
- Demonstrated passion for history.
- Preference given to prior docent or tour guide experience.
- Demonstrated ability to use computers and applications including touch screen devices such as an Apple or Android tablet.

FUNCTION – Elevator/Facility Operation

- Operate the elevator as an attendant.
- Ability to troubleshoot common problems of elevator operation and follow established protocol to resolve them.
- Closing and opening of the facility including daily chores.
- Documentation and reporting of incidents related to disorderly visitors.

FUNCTION – Visitor Services

- Learn about relative tourism information including elevator and Oregon City history and related current events. Required readings and information provided by manager.
- Interact with visitors.
- Refer common visitor questions to manager to be incorporated into future guide information.
- Restock brochures and visitor information in the visitor kiosk.
- Respond to phone inquiries.
- Provide directions to area businesses, attractions, and transportation options.

FUNCTION –Merchandise Sales (Potential Future Program)

- Processing of transactions using a Point of Sale system.
- Restocking of merchandise.

ESSENTIAL PHYSICAL AND TIME REQUIREMENTS

- Capable of light housekeeping
- Ability to lift and carry 40 pounds
- Ability to walk at least 10 blocks, climb steps and long periods of time standing
- Weekly schedule flexible. Preference will be given to those with predictable scheduling needs.

Additional responsibilities may be assigned at the discretion of the Executive Director.

BENEFITS

- Sick time accrued at 1 hour per 30 hours as required by Oregon law.