

Job Description

VISITOR & SITE ASSISTANT (Part-time; 13-19 hours/week)

Stepping Stones Foundation / Stepping Stones - Historic Home of Bill & Lois Wilson

Position Location: 62 Oak Road, Katonah, NY, 10536

Position Description: Stepping Stones seeks a customer service and maintenance assistant. Reporting to the Deputy Director for Operations with some supervision by other managers, the Visitor & Site Assistant position handles, coordinates, and/or assists with various tour, volunteer, gift shop, housekeeping, maintenance and garden operations with a goal of delivering an outstanding visitor experience, effective tour operations, and professional historic preservation. Training in specialized areas will be provided.

Background: Stepping Stones is nestled on the border of the hamlets of Katonah and Bedford Hills in the Town of Bedford in northern Westchester County, NY, in a suburban area about an hour north of Manhattan. The private, nonprofit, and tax-exempt National Historic Landmark, is the historic home and archive of William Griffith Wilson ("Bill W."), who cofounded Alcoholics Anonymous in 1935 and wrote the 12 Steps of recovery, and Lois Burnham Wilson ("Lois W."), who cofounded Al-Anon Family Groups in 1951. The organization mission is to "foster public understanding of alcoholism and inspire recovery by preserving and sharing the historic home, archive, and legacy of the Wilsons." Their legacy touches over two million people worldwide.

The home and archive include the Wilson's residence, Bill W.'s writing studio, 8.17 acres of grounds (including flower and community vegetable gardens), 10,000 historic objects, and 100,000 manuscripts and photographs. The landmark offers tours, an Annual Picnic, an online archive, and off-site and online programs. For information: <https://www.steppingstones.org>.

Position Overview: The Visitor & Site Assistant schedules and engages guests and volunteers, performs maintenance, and runs frontline operations (shop, Welcome Center, parking, etc.) in a efficient manner to provide an inspiring, informative, and safe experience for visitors.

Primary responsibilities of position:

- Schedules, welcomes, informs and observes visitors and volunteers; enforces site policies, and provides professional, efficient, and approachable customer service to all.
- Answers visitor questions on topics ranging from transportation and directions to attractions and site history based on training and online resources.
- Promotes continued involvement, volunteer opportunities, online and in-person events and funding support of Stepping Stones Foundation to guests.
- Uses a computer to respond to /send email.
- Writes daily reports in an accurate, timely manner.
- Assists visitors with and promotes merchandise, places merchandise orders with vendors, restocks merchandise, and receives, packs, and ships merchandise orders.
- Operates cash register and credit card machine; writes cash reports and makes deposits.
- Ensures security of site buildings and property.
- Answers and transfers phone calls according to protocols.
- Ensures that the Welcome Center is clean and well stocked.
- Ensures desirable visitor flow and coordinates with supervisor, staff, and volunteers.

- Performs routine light maintenance, housekeeping and historic housekeeping as trained.
- Monitors maintenance contractors and performs daily inspections of museum spaces.
- Assists with garden operations, participants, and volunteers, including gardening as trained.
- Assists with on-site and off-site events approximately 1-10 times per year, including moving, transporting, positioning, installing and removing equipment.
- Clerical work including copying, collating, ordering supplies, and more.
- Other duties as assigned.

Required Qualifications

- High School Diploma or GED required.
- Able to speak, read, and write English.
- Excellent customer service, problem-solving skills, and great phone manner.
- Confident public speaker and comfortable with groups.
- Cordial, professional, and welcoming demeanor with all persons.
- Responsible, flexible, punctual, and able to work well under pressure.
- Positive attitude and embraces the organization mission as a public representative.
- Trustworthiness and proficiency in cash handling.
- Able to work 4-6 weekend days per month, some holidays (not Christmas Day, New Year's Day, or Thanksgiving) and some (0-10 per year) early mornings and nights if required.
- Able to work occasionally in outdoor weather conditions to address and shepherd visitors, monitor parking, lock/unlock buildings, clear storm debris and refuse, and more.
- Able to perform office, retail, and maintenance functions requiring sitting in a stationary position for long periods; ascending/descending stairs and ladders; moving supplies, equipment, and historic objects weighing up to 30 pounds; operating a wide range of equipment such as a vacuum, office machinery, and garden clippers; traverse within and throughout various buildings and uneven rocky, hilly and sometimes debris-laden, muddy, wet, or icy terrain; position or move material on shelves, under tables, in closets and in basements; communicate and exchange information pertaining to schedules, queries, products, and more; and inspect for and detect anomalies in the historic spaces.

Preferred Qualifications

- Previous customer service experience or, experience in customer service.
- An interest in or experience with history, 12 Step recovery, and/or museums.
- Fluency in Spanish and other languages is beneficial.
- Able to provide documents establishing identity and eligibility to work in the United States.

Compensation: Competitive hourly wage based on experience. **Start Date:** As soon as possible.

Process for Application: Send an email to SSFoundationOps@gmail.com describing your interest in the position and your most relevant qualifications along with your resume (PDF or JPG file attachment) and five references (minimum three professional; the remainder may be academic, civic, or community contacts if necessary). Candidates selected for interviews will be contacted. Stepping Stones Foundation is an equal opportunity employer.