

## **MANITOGA / The Russel Wright Design Center: VISITOR SERVICES ASSISTANT**

Manitoga is the nationally landmarked House, Studio and 75-acre woodland landscape of mid-century industrial designer Russel Wright (1904-1976) in Garrison, New York. With a creative vision that integrates nature, architecture, and design to a remarkable degree, it has become one of the great modernist destinations within reach of New York City. Manitoga/The Russel Wright Design Center offers an array of public tours and programs to engage visitors whose numbers have tripled in recent years. The Russel & Mary Wright Design Gallery, featuring over two hundred of their groundbreaking designs for the American home, opened to the public in 2021. Manitoga seeks seasonal Visitor Services & Engagement Assistants to join our talented public program team on Sundays and Mondays as well as select Saturdays.

The Visitor Services Assistant reports to the Outreach / Public Programs Manager and works closely with tour program staff to ensure that the public tour program is professionally and safely administered and is respectful of Manitoga's House, Studio, Landscape and Collections. As the front line to our visiting public, the Visitor Services Assistant serves as an articulate, informed, and welcoming ambassador to Manitoga, its history and mission. The ideal candidate for this role demonstrates excellent customer service skills and self-assurance. S/he must be highly attentive to detail, self-motivated, and able to work both independently and collaboratively as part of the public program team.

### **RESPONSIBILITIES**

Assist in the management of Manitoga's tour program with the goals of visitor satisfaction, site stewardship, increased participation, and program expansion.

Welcome and cultivate tour visitors and hikers with the goal of broader program participation and donor support.

Monitor and enforce site-use guidelines set by Manitoga's Management Team for the tour program and when assisting during public performances and other special events.

Assist with the recruitment and training of new Site Educators and the continued education of current Site Educators. Work with Manitoga staff to ensure that the interpretation of the site, its collections, exhibitions, and temporary art installations align with Manitoga's mission.

Monitor Site Educator tour coverage in advance of your weekend shift and assist in filling vacancies.

Conduct tours as needed for public tours when no Site Educator is present or, upon request, for special groups and VIP visitors.

Open, secure, and close the Visitor/Guide House, main House, Studio and Design Gallery on public tour days throughout the tour season (mid-May - mid Nov) and during special events; monitor the condition of House, Studio and Collections before and after each public tour.

Administer tour participant check-in to include walk-in ticket sales, waivers, and product sales; assist with product inventory as needed.

Monitor and administer communications by checking and responding to emails and voicemails consistently in a timely fashion; monitor the Guide House phone during scheduled working hours. Weekend shifts may include communication with the Cold Spring Trolley driver and/or dispatch.

Maintain an orderly Visitor/Guide House to include restocking shelves and bathroom supplies, sweeping, and trash take-out. Communicate with Public Programs Manager regarding low inventory or problems reported from visitors.

## **ESSENTIAL SKILLS / PHYSICAL DEMANDS**

- Computer knowledge, including Microsoft Office Suite.
- Prior experience in customer service and/or working with the public required, supervisory or management experience preferred.
- Cash handling experience.
- Excellent communication and customer service skills with the ability to foresee problems and develop solutions.
- High school diploma or equivalent required. College-level credits or degree in the arts preferred.
- Strong organizational skills with the ability to multitask and prioritize.
- Good physical fitness with the ability to undertake moderate hikes and to stand in and out of doors for prolonged periods.
- May lift, carry or move equipment up to 40 pounds.
- Required to work weekends, special events and select holidays for the duration tour season.
- Professionalism, reliability, and punctuality is required.

**COMPENSATION:** \$22 per hour. Additional opportunities and compensation available for special tours, public events and programs.

## **HOW TO APPLY**

Please send cover letter and resume with working experience to [Sconnors@visitmanitoga.org](mailto:Sconnors@visitmanitoga.org) or mail to Sarah Connors, Manitoga Inc., PO Box 249, Garrison, NY 10524