



National Park Service
U.S. Department of the Interior

Fort Stanwix
National Monument

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Rome, NY 13440

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Fort Stanwix Volunteer Opportunity

- Position:** Customer Service Assistant
- Contact(s):** Kimberly Szewczyk, kimberly_szewczyk@nps.gov
- Phone number:** (315) 336-3126
- Dates:** All year (including weekends)
- Suitable For:** Most Adults & College Age Students
- Difficulty Level:** Average to Difficult (*can involve prolonged standing*)



Job Description:

This person works at the Marinus Willett Center or Fort/Gregg Barracks Information Desks, and is usually the first person visitors meet in the park. This person sets the tone for the visitors' experience during their visit to Fort Stanwix National Monument and the City of Rome.

Duties:

- Greet park visitors
- Orient and inform park visitors about Fort Stanwix, partner sites, the City of Rome, and Oneida County
- Orient park visitors to events and programs
- Answer visitor questions
- Answer telephone calls
- Assist bookstore customers with purchase selections
- Wear a VIP vest over clothing or park issued VIP uniform shirt
- Announce programming to public as it is offered
- Monitor movie/video attendance
- Volunteer actively and on regular scheduled basis. *Suggested increments include: 1 day a week or 24 hours a month, for minimum of 5 months per year (in a row or spread throughout).*

Basic Training Required:

- Orientation to Historic Fort Stanwix/Fort Schuyler w/annual re-fresher
- Introduction to the National Park Service: The History of the NPS
- Providing Good Customer Service
- Informal Interpretation/Foundations of Interpretation
- *Many others optional!*

Knowledge/Skills Desired:

- Good communication/interpersonal skills
- Comfortable speaking in front of groups of people or willingness to overcome fears/shyness
- Reliability
- Willingness to learn about Fort Stanwix National Monument and other historic locales!
- Willingness to be a team player and work with others

EXPERIENCE YOUR AMERICA™

The National Park Service cares for special places saved by the American people so that all may experience our heritage.